

NHS Volunteer Responders

Getting you started as a Community Response Volunteer

Welcome and thank you!

Welcome to Royal Voluntary Service and thank you so much for choosing to be part of one of Britain's largest volunteer organisations.

Founded in 1938 as WVS, the charity mobilised over one million volunteers to help with almost every aspect of wartime life. Today, Royal Voluntary Service still inspires and enables people to give the gift of voluntary service to meet the needs of the day. Never has that been more important than now, when we find ourselves in frightening and challenging times with the impact of COVID-19. As our founder said in 1938,

'As a nation we require voluntary service today as much as we have ever done in the past'. Lady Stella Reading

Royal Voluntary Service has been supporting the NHS since its birth in 1948 and we are delighted you have stepped forward to be part of this by running shopping errands and medication collection. We want to ensure we are able to support the NHS during this challenging time and may ask you to support in other ways if you are able. For example administration tasks and running errands in the hospital. However, we will never ask you to do something you are uncomfortable doing. We will be adapting our approach to support as the need arises and will make contact with you and provide you with information and guidance if we feel you may be able to help in a different way.

Please take the time to read and understand the content thoroughly so that we can help people effectively and safely. At the end of this guide you will find fact sheets and important information to support you in your role.

Thank you for joining us, we hope that by coming together we can keep our communities safe and comforted during this difficult time.

Kindest Regards,

Catherine Johnstone CBE
Chief Executive



Catherine Johnstone CBE
Chief Executive, Royal Voluntary Service

Let's start with some key information that will help protect you and the people you are supporting.

DATA PROTECTION & CONFIDENTIALITY

During your volunteering you will come across personal and sensitive information about individuals as part of the support you will offer. We want to make sure that all information stays safe and confidential in line with the Data Protection Act 1998 and GDPR Regulations 2018. We want you to treat other people's personal information in the same way you would want yours to be treated. If you do acquire information about an individual you may be supporting (for example, names, addresses and possible medical information), we ask that you maintain confidentiality and do not discuss or disclose any data or information with anyone outside of Royal Voluntary Service or with anyone who doesn't need to know.

DO	DON'T
<ul style="list-style-type: none"> Keep any data secure and treat other people's information in the same way you would want yours to be treated. 	<ul style="list-style-type: none"> Discuss any information or data with anyone outside of Royal Voluntary Service or with anyone who doesn't need to know.
<ul style="list-style-type: none"> If you think there has been a mistake or breach of data protection tell Royal Voluntary Service about it so we can manage this. 	<ul style="list-style-type: none"> Leave any messages on answerphones with any personal information if you are not sure who is going to be able to hear them. Ensure others cannot hear you and avoid calls on loudspeaker if you live with others.

With-holding your phone number

We recommend that you call the isolating person from a withheld number. To withhold your number on individual calls just dial 141 before the telephone number you want to call.

EQUALITY

You will support a diverse range of individuals in diverse communities and we ask that you respect every individual's beliefs and that nobody is treated less favourably or excluded in anyway. We are all different and all have the right to be treated with dignity and respect. If you witness any behaviours where you feel someone is being treated less favourably or excluded, then you must inform Royal Voluntary Service of this immediately so we can tackle this and take appropriate action.

DO	DON'T
<ul style="list-style-type: none"> Treat others the same way you would want to be treated. 	<ul style="list-style-type: none"> Treat anyone less favourably or exclude anyone who we are supporting in our communities.
<ul style="list-style-type: none"> Respect everyone regardless of who they are, their backgrounds and the communities in which they live. 	<ul style="list-style-type: none"> Ignore any unacceptable behaviours towards anyone, and ensure that you report it to Royal Voluntary Service.

SAFEGUARDING

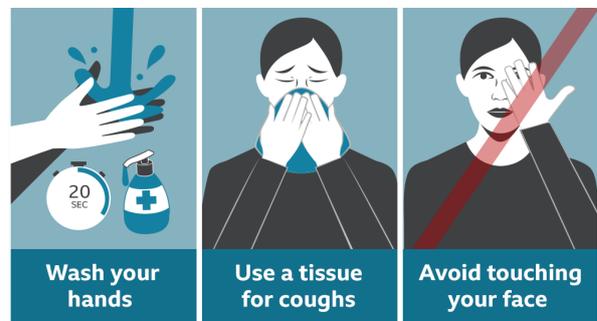
At Royal Voluntary Service we place the safeguarding and well-being of volunteers, employees and people we support above anything else. You may come across vulnerable adults or adults at risk of harm and they should never experience abuse of any kind. We want you to be alert to any signs or patterns of abuse or anything that may concern you and always raise your suspicions. Be assured you will always be supported by the charity 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 Royal Voluntary Service.

KEEPING YOU SAFE

The support you will offer will mean you will be out in the community, supporting the most vulnerable, as we come together to support the needs of the day and help people to live well through the COVID-19 virus outbreak. We are committed to keeping you safe and below we have outlined some guidance to support you whilst supporting others.

How to protect yourself and the person you are supporting – General Guidance

- ✓ Wash hands frequently for at least 20 seconds with soap and water at regular intervals throughout the day.
- ✓ If running water and soap is not available, then ensure you have alcohol-based hand wipes or sanitiser to kill viruses that may be on your hands.
- ✓ Avoid touching your face and keep hands away from eyes, mouth and nose to avoid spread of any virus.
- ✓ If you cough, use a tissue and dispose of the tissue immediately. If the cough becomes persistent then you should follow government self-isolation precautions. If no tissue is available, cough into your arm.
- ✓ Consider social distancing by maintaining at least 2 metres distance between yourself and anyone who is coughing or sneezing, this should be observed at all times.
- ✓ Avoid large and small gatherings in public spaces.
- ✓ Avoid contact with someone who is displaying symptoms of COVID-19. These symptoms include high temperature and/or new and continuous cough
- ✓ Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media.
- ✓ If you feel unwell and have a fever, cough and difficulty breathing, seek medical attention and follow NHS guidance whilst avoiding any contact with people.



What should I do if I think I have COVID-19 Symptoms?

If you are concerned about your health in relation to COVID-19 and believe you have symptoms, then you need to pause your voluntary service and self-isolate for the required period of time. Please check out the Public Health Guidance to identify how long you need to isolate for.

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

Your responsibilities when supporting a person isolating

- ✓ If **you** have any symptoms of COVID-19 such as fever, sore throat or cough then **do not** agree to volunteer and support a vulnerable individual, making sure you self-isolate.

Contacting the person isolating that you are supporting

Use telephone contact to agree what errand is required and confirm to them that you will not be able to enter their home.

If agreed to drop off shopping or other essential items, confirm with the client:

- ✓ Estimated time of arrival. On arrival, you will notify them of your arrival by knocking or ringing the doorbell.
- ✓ Agree form of payment for the shopping.
- ✓ You will leave the shopping at the front door but as a precautionary measure you will distance yourself from their door stepping back at least 2 metres.
- ✓ Request the client retrieves the shopping from the doorstep.
- ✓ Any receipts, plastic gift card or change that needs to be returned should be placed on the doorstep.

Completing errands

- ✓ Sanitise your hands before you start shopping.
- ✓ Be cautious of crowded retail stores and pharmacies and shop sensibly.
- ✓ If using your car to deliver items then keep your car clean and disinfect the most used surfaces such as the steering wheel, gear stick and door handles.
- ✓ If using public transport, ensure that you minimise where possible what surfaces you touch and sanitise your hands wherever possible before and after taking any public transport.
- ✓ Use common sense and never put yourself into an environment where you feel there is a risk to yourself or others.

Safe delivery of shopping, essential items or prescriptions

- ✓ When you arrive at the person's home, sanitise your hands.
- ✓ Notify them you have arrived by knocking the door or ringing the doorbell, never enter a person's home.
- ✓ Leave items and receipt on the doorstep and return any vouchers or prepaid card, step back at least 2 metres and wait for the door to be opened for the items to be collected. Wait for the person to retrieve the shopping from the doorstep.
- ✓ Allow the isolating person to check the receipt matches the amount spent.
- ✓ When you leave a person's home, sanitise your hands.

REPORTING ACCIDENTS AND INCIDENTS

Royal Voluntary Service needs to be informed of any accident or incident, no matter how small. It ensures we are doing everything we can to make your role as safe and risk-free as possible.

Therefore, any accident or incident that happens must be reported even when the person that has been injured says they are okay. For example, a volunteer may fall coming into a building and bruise their knee, other than being a little shaken, they appear to be fine. This incident needs to be reported as the fall may have caused further damage to themselves they may not be aware of at the time of the fall.

- Contact the emergency services if necessary.
- Notify a First aider (if one is available).
- Contact the Support Team to record the accident or incident.

DRIVING FOR ROYAL VOLUNTARY SERVICE

All individuals that are willing to drive their own vehicles for Royal Voluntary Service must read the information below and confirm that they have the following arrangements in place:

- I confirm that the vehicle being used is roadworthy as outlined by UK law, has a valid MOT certificate where appropriate and is taxed for use on the roads.
- I confirm that the Driving license I have uploaded to my profile is accurate at the date of this application.

Support those who use their cars to help their communities. If you are using your own car for voluntary purposes to transport medicines or groceries to support others who are impacted by COVID-19, your cover will not be affected. You do not need to contact your insurer to update your documents or extend your cover. This applies to all categories of NHS Volunteer Responders, including transporting patients, equipment, or other essential supplies.

Supporting your Hospital

During your role you may be invited to volunteer within the hospital. This could be a variety of tasks, such as;

- Admin tasks to support NHS staff, taking telephone calls, helping with paperwork.
- Ensuring that stocks of hand sanitiser in public areas are replenished, and that visitors are using as appropriate.
- Signposting visitors to the appropriate ward/clinic.

OUR VOLUNTEERING AGREEMENT

We want to make your volunteering experience with us enjoyable, rewarding and safe. This below outlines what we can expect from each other whilst you volunteer with us.

You can expect us to provide you with:	As a volunteer with Royal Voluntary Service we ask that you agree to:
<ul style="list-style-type: none"> • A safe, respectful, fair and non-discriminatory volunteering environment. • 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 transport expenses. • The ability to stop volunteering with us without pressure or judgement. 	<ul style="list-style-type: none"> • Recognise that the needs of the charity's beneficiaries are our priority. • Perform your volunteering role to the best of your ability. • Be accountable for your actions. • Support and abide by the charity's instructions within the documents provided to you. • Not accepting any gifts or monetary gifts from people you are supporting. • Respect and maintain confidentiality, keeping any information you gain about the charity, its services and those we help confidential, even after you leave.

MAKING A DONATION

If someone you are supporting would like to make a donation, they can do this through visiting our website <https://www.royalvoluntaryservice.org.uk/donate>

PLEASE NOTE

If you choose to continue to support an individual with their practical needs and offer this personal act of kindness, this is a personal choice and will not be under the arrangement of Royal Voluntary Service.

ACCEPTANCE AND AGREEMENT

I confirm that I have read and understood the requirements of the role/s 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. I also confirm that I meet all requirements detailed within the Volunteer Driver Declaration section of the supplementary information provided.

FACT SHEET

Supporting with Prescriptions

During your role you may be asked to collect and deliver a prescription on behalf of a person who is self-isolating. Please follow the guidance below:

ARRANGING THE COLLECTION

Volunteers should call the isolating person to confirm they are collecting the prescription;

- Ensure you ask which GP surgery/pharmacy.
- Ensure you check whether the individual pays for their prescriptions. If they do, refer to the making payment fact sheet.
- You may need to provide some personal details to the pharmacy in order to collect the prescription e.g. name and address. Check this information with the individual beforehand.
- Let them know what time you are going to collect and drop off the prescription.
- Tell the individual that you will only be able to drop off the prescription at the doorstep and check they are able to come to the door to collect it.

IMPORTANT INFORMATION

- Protect the person's confidentiality - When collecting prescriptions the person may need to provide sensitive information – i.e. details of their prescription. Volunteers must understand the level of confidentiality expected of them. The person's privacy must be respected at all times.
- Some medication may need to be stored in the fridge, you will be told this on collection, please communicate this to the isolating person.
- Any prescriptions that cannot be delivered need to be returned to the pharmacy.
- Do not open the prescription bag, if the medication spills or breaks, return to the pharmacy.
- If the individual has a question about the medication, please ask them to contact the pharmacy.
- Under no circumstances are volunteers to administer any medication.

ON DELIVERY

- Please refer to safe delivery process above and if you are required to relay information provided from the pharmacy this is done at a 2 metre distance. Please ask the person for their name and address and check this on the labelling.
- Make sure there isn't any additional information provided from the pharmacy that you need to tell the individual.

FACT SHEET

Supporting with Shopping

During your role you may be asked to collect and deliver shopping on behalf of a person who is self-isolating. Please follow the **steps below**:

STEP 1

Volunteers should call the isolating person to confirm what they need:

- Establish whether you are required to go shopping on behalf of the isolating person or if you are required to pick up a pre-paid order.
- If you are required to go shopping, make a list of all the items they would like you to purchase. Let the individual know that you will try and obtain all the items listed but in the current situation, all items may not be available.
- Ask the individual if there are any particular brands they require, or do you still buy the item if their preferred brand is out of stock?
- Ask the individual how they plan on making payment for the goods. See “**Payment options**” below.
- If you need to collect a voucher or pre-paid card in advance of shopping, arrange a suitable time to go and collect it and follow hygiene and social distancing measures. Please refer to the “**Payment options**” fact sheet below.
- Tell the individual that you will only be able to drop off the shopping at the doorstep and check they are able to come to the door to collect it.
- If you are returning a pre-paid card or voucher please ensure you follow the hygiene and social distancing guidance provided.

STEP 2

- Complete the request - deliver the shopping to the individual, making sure you give them a receipt for their goods and follow hygiene and social distancing guidance.

FACT SHEET

Community Response Volunteer Payment options

We want you to remain safe and ensure both yourself and the individual you are supporting are protected. We recognise that people who are self-isolating may not have access to normal payment methods.

We appreciate that during these difficult times it may be challenging to arrange a suitable payment option for both yourself and the person you are supporting. We have recommended several options below, we advise you discuss the options available with the person you are supporting and come to agreement before the shopping is ordered, collected and delivered e.g. on the initial phone call you make to the person you are supporting.

We are in the process of developing more flexible payment options and will email to update you as they emerge.

In the situation where you are supporting an individual with purchasing goods **we advise the following steps – Please read all options below before calling the isolating person.**

Find out what they need

1. Call the isolating person and introduce yourself, let the person know that you are a NHS Volunteer Responder who is going to support them with their practical needs, determine if this is shopping, collecting shopping that has already been paid for, or prescription collection. See relevant options below.
2. Discuss the payment options with the isolating person before the request is completed.
3. If none of the payment options are suitable, and you feel the person cannot get food in any other way, please contact the Support Team who will be able to escalate this to our safeguarding team.

Payment options

The options below are in order of preference and ease for both you and the person you are supporting.

- a. **Supermarket click and collect service** – Where possible, and if able, we are encouraging people to use a click and collect service if this is available at their local supermarket. The isolating person can place the order online and then share a reference number with you to go and collect the shopping on their behalf. (e.g. *Asda, Morrisons, Sainsburys and Tesco*).
- b. **Call and collect** – Check to see if the isolating person is able to call a local trusted shop and place an order for shopping over the phone and also make payment over the phone. Then when ready, you can go and collect the shopping and deliver on their behalf. **Please note** major supermarkets are unable to support this process.

- c. **Payment over the phone at check out**– This option will allow you to go to a local store and payment details for the shopping can be taken over the phone by the shop assistant.
 - i. The isolating person should be sure that their local shop can do this by calling them in advance. Most *Spar* stores have confirmed this payment option. Check the local store is participating before you travel.
 - ii. The isolating person will give you their shopping list and a code word for use at the till.
 - iii. When going to the shop, speak to a shop assistant and explain that you are a volunteer and you would like to use the “Customer not present” payment option. Then show your ID profile page on the GoodSAM app.
 - iv. When at the till, share the code word suggested by the isolating person with the shop assistant. This will make the isolating person feel more comfortable when sharing their card details over the phone once they have heard their code word. **Please note** major supermarkets are unable to support this process.
- d. **Pre-paid supermarket plastic voucher or gift card or e-voucher** - if the isolating person has a plastic supermarket gift card/voucher (available online or a friend or relative could buy in store e.g. *Aldi, Asda, Waitrose*) they can share this with you. *Marks and Spencer* are supporting a secure digital e-voucher.
 - i. The isolating person pays for a voucher online and is given a code/reference number which can be given as payment at the checkout.
 - ii. You will need to obtain the information from the individual beforehand e.g. can they print the voucher for you or give you a code over the phone.
 - iii. Make sure if you are exchanging plastic gift cards or vouchers you follow the hygiene and social distancing guidance. We advise putting plastic cards in a bag or box.
- e. **Prepaid cards** – If the isolating person has a plastic prepaid debit card they can share this with you. You will need to collect the card in advance. Please follow hygiene and social distancing guidance. We advise putting plastic cards in a bag or box.
- f. **Grocery choice** – An isolating person may highlight that they want to pay for their shopping by a Grocery Choice voucher. These can be used at a number of stores. (e.g. *Aldi, Asda, M&S, Sainsburys, Waitrose*).
 - i. The individual will give you a 14 digit code that can be given to the cashier at checkout to make the payment.
 - ii. Please check with the isolating person where this payment method is accepted.
- g. **Paying with cash** – As a last resort and if all options above have already been exhausted you are able to pay for the shopping with cash.
 - i. We do not permit you using your own money to purchase the goods, you must visit the isolating person to collect the cash before going shopping.
 - ii. If you are using this option you must show your ID profile page on the GoodSAM app to the isolating person before accepting the cash.
 - iii. You must supply a receipt for the goods purchased to the isolating person.
 - iv. When returning with the shopping please place the receipt and any change on the doorstep, sanitise your hands after handling cash and follow social distancing guidelines.
 - v. The maximum value of cash that can be exchanged is £45.00.
 - vi. If there is a disagreement over cash please contact the support team.

Please note – If you are given a plastic pre-paid card please ensure this card is handed back to the isolating person.

Pharmacy – Paying for a prescription

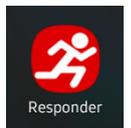
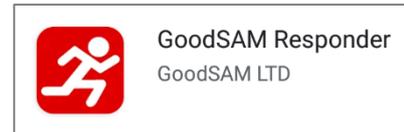
1. Call the isolating person and introduce yourself, let the person know that you are a NHS Volunteer Responder who is going to support them with their prescription collection.
2. Discuss with the isolating person that they will need to call the pharmacy and place an order for their prescription over the phone and make payment. Help them to find out the contact details for the pharmacy if they need support.
3. Tell them that you will call them back within 10 minutes to check that the payment is confirmed. You will also need to check what time the prescription will be ready for collection. (Remember the isolating person will not have your phone number, as you should always with-hold your number. You will have to initiate all calls with them).
4. If the pharmacy will not accept payment over the phone, please contact the Support Team who will be able to escalate this to problem solving team or safeguarding team.

NEXT STEPS

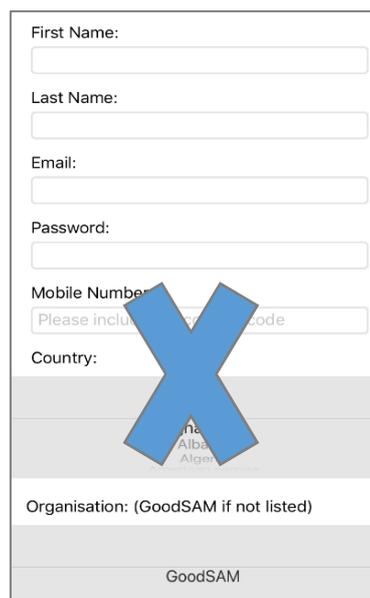
Thank you! You have stepped forward to help your community and NHS through COVID-19.

1. Now that you have registered as a volunteer, you will need to download the GoodSAM Responder app. Downloading the app will mean you will be able to receive alerts and request for support
2. To do this go to your relevant app store and search for the GoodSAM responder app and download.

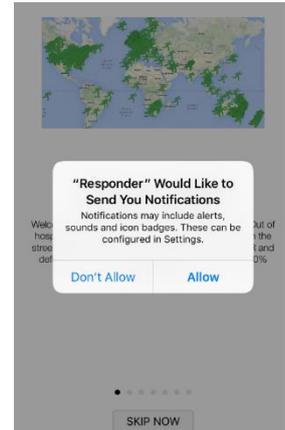
The app will look like this:



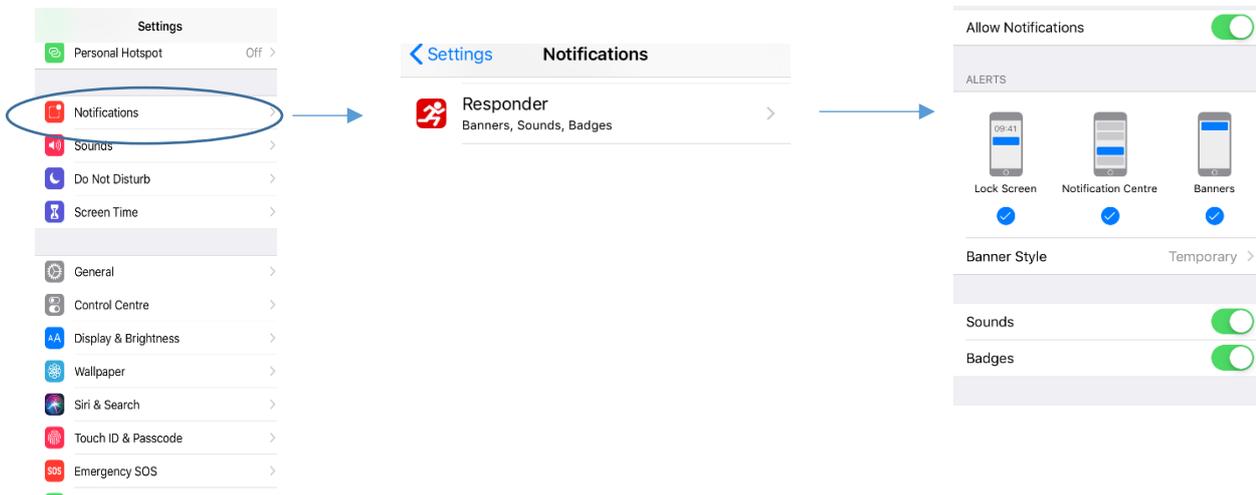
3. Open the app and sign in using your email address and the password you set up during the sign up process. Please note – you do not need to register on the app – only sign in.



- You may be prompted to give location access and notifications for the app, please ensure you select 'Allow' in order for you to receive alerts/requests to your phone.



- Check that you have switched all notifications on under your settings. This may look different dependent on the mobile phone you are using.



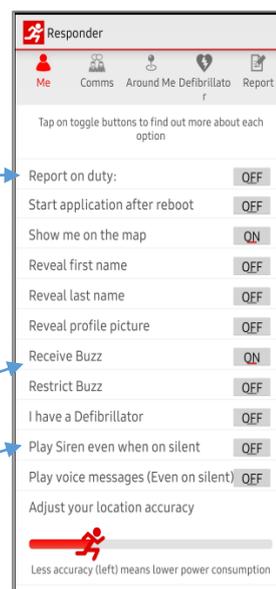
- Spend some time familiarising yourself with the settings on the app, this will ensure that you are alerted when a request to support is near you. See further information below.

ON DUTY

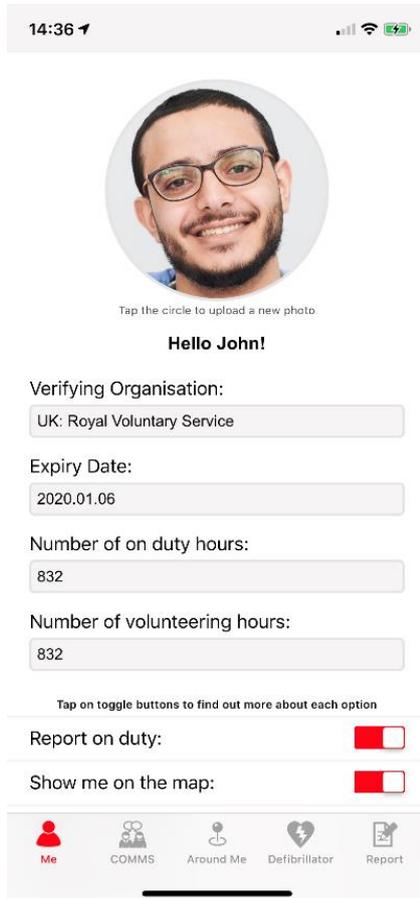
Report on duty needs to be toggled to ON for you to receive any notifications. If you know you are not available to help on a specific day please toggle this to OFF.

On SILENT

Make sure the settings are correct to receive an alert or request of support.



- You now need to set up your profile. This is essential as it becomes your identification for the police and for the person you are supporting. Go into the app and click on the 'ME' tab. Tap the circle and **upload your photo (this must be a photo of yourself)**.

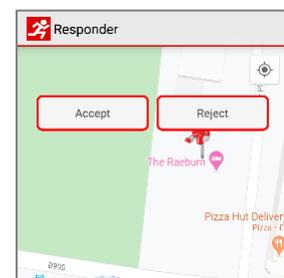


NOTE: You must show your ID to the person you are supporting. You should do this at a safe distance, for instance, by placing the phone on the doorstep and standing 2 metres back.

If the person you are supporting requires further verification, you can call their phone number to prove that you were the volunteer that contacted them earlier in the day.

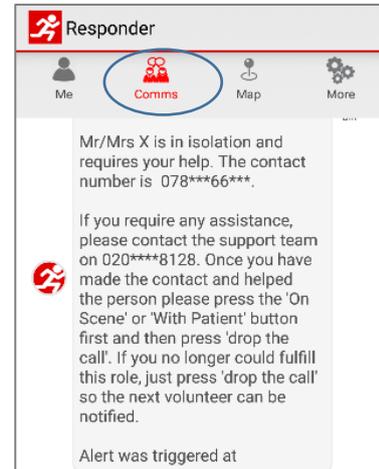
You can also show the individual a copy of the alert/request for support if they require further identification.

- When a request for support is raised you will receive an alert. You will have the option to accept or reject the alert.

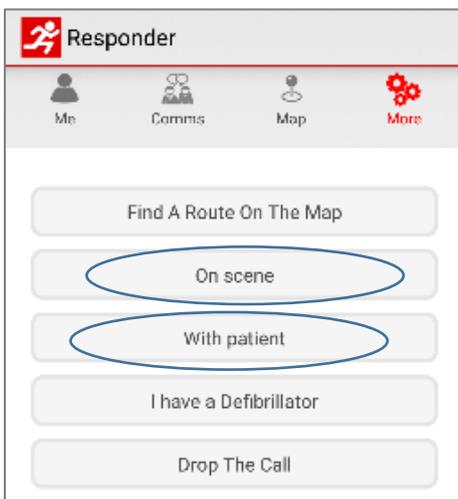


9. Once you have accepted the task, the details will be shown through a message within the app or you can find this under the 'comms' section. This message may also contain additional information from the referrer (NB this is an open text box that the referrer completes and could contain sensitive information). If at this stage, you decide the task is not for you, then please 'drop the call' (shown in point 12) and this will move to the next volunteer.

Please note that some referrers may request tasks that are incorrect for the role or provide information that could be confusing (e.g. you could receive a message referring to picking up shopping even though you are signed up as a check in and chat volunteer) – if this is the case please select 'drop the call'.



10. Once you are happy to carry out the task and are sure you will complete this, select “ON SCENE or WITH PATIENT” – this can be found within the ‘more’ section of the app. This means you have completed the task.



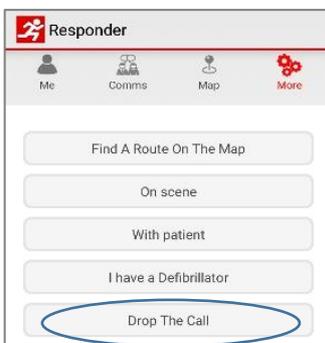
When completed (eg you've already selected 'on scene' OR 'with patient' select 'drop the call'.

11. If you know you are unable to support a request (e.g. you have accidentally left your device as 'on duty'), please reject the call – this will move to the next volunteer.

Rejecting an alert will not prevent further requests coming through to you, if you know you are not available to support, please toggle to “OFF DUTY” as stated in the guidance above.



12. As mentioned above, if you accept a request but then find you are unable to complete the task, please go into the more section of the app and select “DROP THE CALL”.



Please note the “I have a defibrillator” is not relevant to you in your role.

NOTE: The app is used by other organisations including medical professionals – If you are signed up as a NHS Responder Volunteer only then you will NEVER receive alerts relating to any medical emergencies. This is a completely separate programme.

POTENTIAL QUESTIONS AND ANSWERS

How do I contact the support team?

We are currently setting up and training our Support Team ready to help you. We will forward the contact details for the Support Team with your first alert or request for support. When you receive the number, fill in the box below:

SUPPORT TEAM PHONE NUMBER	0808 196 3382
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How do I claim my out of pocket expenses?

We will communicate how to claim your out of pocket transport expenses via email in due course.

Do I have to accept every request that comes through?

No, only commit to what you can. If you are not available it will remain live on GoodSAM for a period of time until another volunteer accepts it or is sent back to the referrer.

Will everything come through the GoodSAM app or will I get calls/texts as well?

All communications should be either through the GoodSAM app or via the Support Team. If you have any questions or concerns the Support Team will take the details of your query.

Who do I call if I encounter any problems?

The Support Team should always be your 1st option.

How far am I reasonably expected to travel in order to fulfil a request?

Most of the travel requests will be very local, less than 5 miles. In more rural areas this will increase to a maximum of 20 miles.

What happens if I accept a request, but then find that I can't make it or get delayed?

You can either "DROP THE CALL" via the GoodSAM app. Or please call the Support Team to let them know, they will reallocate the request. If you have been delayed please inform the person you are supporting.

How will the person I'm supporting know that I'm a legitimate Royal Voluntary Service Volunteer?

You will be asked to show your profile page on the Good Sam app, please make sure you have your phone on you and don't hand your phone to the isolating person.