

Helping Us to Help You to Help Others and Keeping Everyone Safe in the Process

SOUTHWELL TORPEDOS AIMS AND OBJECTIVES

Our primary aim is to respond to the Covid-19 crisis with immediate practical support for anyone in self-isolation. Also to help those that might struggle to get essential items if they don't have transport or have additional health or access issues, even if not in true isolation. Many people have family or friends locally based and we don't plan to replace that support but not everyone has that or their support network might be in the same situation as themselves.

Our secondary aim is to create an enduring legacy of volunteers and community support structures which can continue to deliver support to the vulnerable and isolated in our community after the immediate Covid-19 crisis has passed.

RECRUITMENT

In order to reassure the individuals who you are supporting that Southwell Torpedos has followed due diligence with recruiting volunteers, all volunteers have completed a 'screening process' i.e.

- supplied 2 ID documents to verify date of birth, address and a photo.
- signed a Criminal Record Declaration
- been interviewed

This document is based on the document "Getting Started as a Community Response Volunteer" produced by the Royal Voluntary Service in response to the Covid-19 crisis in March 2020. It contains important information to help protect you and the people you are supporting.

CODE OF CONDUCT

All Southwell Torpedos volunteers are expected to:

- be committed to and work within the principles and aims of Southwell Torpedos
- to be honest and open with others and to represent themselves, and Southwell Torpedos, in a positive manner
- carry out all duties and responsibilities with due care and diligence
- respect the privacy and confidentiality of clients, supporters, volunteers, partner organisations and members of the public
- respect people as individuals and value their beliefs, opinions and choices
- treat all people with courtesy, sensitivity and consideration
- maintain respectful and professional relationships with all those with whom you come into contact while carrying out your role with Southwell Torpedos
- use appropriate language and behaviour
- refrain from accepting or seeking gifts of any kind whilst undertaking your duties
- comply with all policies, procedures and practices of Southwell Torpedos
- comply with all reasonable requests to protect your health and safety, and that of others

OUR COMMITMENT TO YOU

Southwell Torpedos will:

- value, respect and appreciate our volunteers
- understand if a volunteer has to pause, or cease, their volunteering at any point; for whatever reason
- ensure that expectations and role responsibilities are known by volunteers at the outset
- endeavour to match volunteers to services, localities and needs appropriate to the volunteer's declared skills, experience, interests and location
- keep volunteers informed about the activities of, and developments within, Southwell Torpedos
- administer and manage our services in a professional and confidential manner

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 should make sure that all information stays safe and confidential in line with the Data Protection Act 1998 and GDPR Regulations 2018. You should treat other people's personal information in the same way you would want yours to be treated.

The only exception is if you have been party to any information which raises a concern to you, such as a safeguarding matter. In this case, you will be expected to follow our Safeguarding Policy.

If you think there has been a mistake or breach of data protection tell Southwell Torpedos about it, so we can manage this.

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 Southwell Torpedos or with anyone who doesn't need to know
<ul style="list-style-type: none"> • Only keep data for as long as needed to do the specific errand that has been allocated and dispose of it securely 	<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

EQUALITY

You will be supporting a diverse range of individuals within our community 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.

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 community
<ul style="list-style-type: none"> • Respect everyone regardless of who they are, their backgrounds and the communities that they live 	<ul style="list-style-type: none"> • Ignore any unacceptable behaviours towards anyone, and ensure that you report it to Southwell Torpedos

SAFEGUARDING

At Southwell Torpedos 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 us 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 Southwell Torpedos.

Refer to the Safeguarding Policy for specific information and guidance about reporting a concern.

KEEPING YOU SAFE

The support you will offer will mean you will be out in the community supporting vulnerable residents as we come together to help and support people to live well through this situation. We are committed to keeping you safe whilst you are volunteering with us.

How to protect yourself – 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.
- 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.
- Maintain social distancing by keeping at least 2 metres distance between yourself and anyone else not in your household, and particularly when out in the community.
- Volunteers must ensure that they keep up to date with, and follow best practice as defined on Government and NHS websites:
 - <https://www.gov.uk/coronavirus>
 - <https://www.nhs.uk/conditions/coronavirus-covid-19/>

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

If you are concerned about your health in relation to Coronavirus 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/government/publications/covid-19-stay-at-home-guidance>

Supporting people with shopping, prescriptions and other errands

- Ensure that you have read, understood and agreed to the relevant delivery protocol for the service that you are undertaking. Any queries or concerns should be addressed to the relevant Team Leader.
- Errands will be allocated by the Team Leader according to availability and location, to reduce unnecessary travel and time spent in the community and must be undertaken in accordance with the relevant delivery protocols.
- SHOPPING: If the resident asks to maintain contact with you, to request further shopping then this is a decision for you as an individual. We do not advocate this, but recognise that for some residents this will reduce anxiety and worry.
 - You must notify the Team Leader of this and of any shopping tasks that you subsequently undertake – this is so that we can support you and help keep both you and the resident safe
- PAYMENTS: Where a financial transaction is involved you must ensure that you understand and follow the payment procedures given on the relevant delivery protocol for the service that you are undertaking. It may be that you will be required to pay up front for goods and then get reimbursed by the recipient. Any queries or concerns should be addressed to the relevant Team Leader.
- PRESCRIPTIONS: You must not agree to undertake further medication delivery requests. All repeat requests must go through the Emergency Support Hub as we must be able to evidence to our Pharmacy partners that all agreed processes are being adhered to.

Completing errands

- 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.
- Do not enter residential properties in order to deliver goods and/or medication. In communal buildings, only enter the building as far as is necessary to facilitate delivery to the resident.
- Use common sense and never put yourself into an environment where you feel there is a risk to yourself or others.
- Always notify the Team Leader of completion or of any issues and/or concerns that arise when undertaking the errand.

Looking after yourself and others

Everyone at Southwell Torpedos needs to look out for and after each other so that we look after our own health and wellbeing. Your team leader and the volunteer team are here to listen, advise and support you throughout your involvement.

- *It's okay to say no.* Don't feel guilty if you have to say 'no' once in a while. We understand that everyone is juggling a multitude of unusual circumstances and commitments. We only ask that you tell us in a timely manner if you know you aren't available or realise that you can no longer fulfil an errand that has been allocated.
- *Look out for yourself and your own health.* You may become aware of people with difficult stories, concerning living or financial circumstances, poor wellbeing and mental health. We are here to listen and support you; don't be afraid to talk about it.

- *Do not overstretch yourself and your time.* If you need to pause or end your volunteering, for whatever reason, that is okay. But please tell your team leader or the volunteer team.
- *Look out for others.* If you become aware of another volunteer, friend or neighbour who needs help and support – tell someone; your team leader or the volunteer team. If it's a safeguarding concern refer to the Safeguarding Policy.

DRIVING FOR SOUTHWELL TORPEDOS

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

- I have informed my insurance company of the fact that I will use my vehicle for volunteering for the Southwell Torpedos.
- 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 licence I have provided as ID is accurate at the date of this application.

OUR VOLUNTEERING AGREEMENT

We want to make your volunteer experience enjoyable, rewarding and safe.

<i>You can expect us to provide you with:</i>	<i>As a volunteer with Southwell Torpedos we ask that you agree to:</i>
<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 expenses • The ability to stop volunteering with us without pressure or judgement 	<ul style="list-style-type: none"> • Recognise that the needs of the people we are supporting are our priority • Perform your volunteering role to the best of your ability • Be accountable for your actions • Support and abide by Southwell Torpedos instructions within the documents provided to you • Not accept any gifts or monetary gifts from people you are supporting • Respect and maintain confidentiality, keeping any information you gain about those we help confidential, even after you leave • Wear the ID badge provided whenever carrying out your volunteering role

CONFIDENTIALITY STATEMENT

I understand that while volunteering with Southwell Torpedos I may come across information that is confidential. I agree that I will never disclose such confidential information to anyone outside of the project, subject to the exception outlined above (see data protection and confidentiality).

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.