



# Guidance for volunteers who are providing support services for those in self-isolation / quarantine.

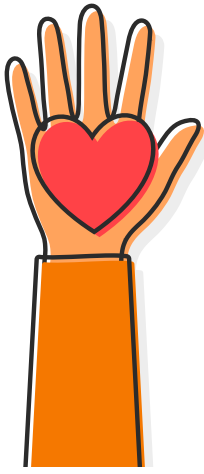
## VERSION 1

(This document will be updated when new information is available or requirements change).

If you have registered as a volunteer through the PAVO Volunteer Register you will receive updates automatically- otherwise visit the PAVO Website on

[www.pavo.org.uk](http://www.pavo.org.uk)





## Introduction

### Firstly, thank you for volunteering here in Powys

– these are difficult and unprecedented times but if we all pull together we can get through it and ensure we protect people from risk, illness and possible death. This guidance document has been produced to help volunteers registered on the PAVO Volunteer Register but has useful information for all volunteers or those just helping friends and neighbours.

We urge you to register as a volunteer through the PAVO Volunteer Register this way you can be kept up with the latest information, receive support and training if required and you can be deployed to the areas of work where you are most needed.

This might include being deployed to one of our key partner agencies such as Red Cross, Age Cymru, Credu (Powys Carers) or one of the many local community efforts being established. You may, in extreme circumstances, be asked to work with one of our domiciliary care providers, residential care homes or a hospital kitchen if they get in to difficulty due to staff absence.

### REGISTERING AS A COVID19 – POWYS HEALTH & CARE VOLUNTEER

Please go to Powys Volunteer Register to register to be a volunteer. Volunteers will be offered appropriate training and support in their role.

Once registered volunteer will either be assigned a specific task, or may be linked to one of our key partner organisations such as the Red Cross, Age Cymru, Credu (Powys Carers) or another organisation who needs volunteers. There are a variety of opportunities to choose from.

### SUPPORT FOR COMMUNITY NETWORKS AND INFORMAL VOLUNTEERING ACTIVITY IN YOUR COMMUNITY

There has been a flourish of informal support networks and emergency response activity taking place in communities across Powys. This is to be welcomed and inevitably, if done well, will ensure all the safeguards are in place, and the most vulnerable receive the help they require at minimum risk.



If you want to take part in your local networks as a volunteer you can get that help by going to [PAVO's website](#) or contact PAVO's Volunteer Centre [volunteering@pavo.co.uk](mailto:volunteering@pavo.co.uk)

# These are the following types of volunteer work we think will be on offer:



Shopping for both the elderly, those in self isolation / quarantine and those key workers such as health and social care staff who may not have time to get what they need.



Collection and delivery of prescriptions



Helping people pay or sort their bills.



Driving, collection and delivery of items, equipment and hot meals.



Befriending and helping to combat the inevitable loneliness and isolation that some people will feel over the coming months.



Collecting information to help inform the volunteer effort and identify the jobs that need doing



Supporting other charitable organisations to do much needed work such as food banks, meal and snack preparation etc.



Working with the homeless to ensure their needs are met and they stay safe.

**In exceptional circumstances**, particularly if the number of people getting sick escalates and there are not enough staff to keep services going, we might need to call on volunteers to support some of our statutory health and care services.

This may include:



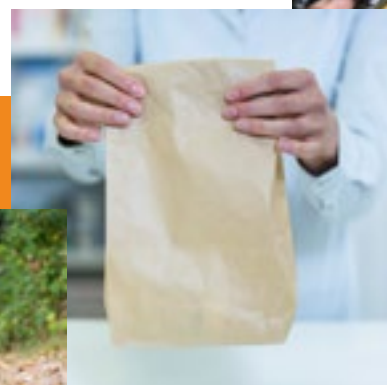
Doing non critical activity in people's homes to support domiciliary care such as meals / snacks and assisting someone to take their medication (not administer medication)



Help Residential Care providers with none critical tasks such as socialising with residents, helping to prepare food in the kitchen



Helping to prepare food in hospitals.



# Staying Safe When Supporting Others

## SAFEGUARDING

Keeping the most vulnerable safe and minimising risk during this difficult time is our main consideration.

**99.9% of people absolutely want to do the right thing** – but the sad reality is there are always a

handful of people who will exploit any situation. That's the reason why we and our partner charities have things in place to ensure people say who they are, have the right skills and training and certain documents are checked like criminal records checks etc.









We're doing what we can to support groups that are setting up to make sure they are safe and effective - but we have to be aware that some of them have limited expertise or experience or procedures in what they're doing.

If you are concerned or worried about anything that you feel is happening to an individual or within an organisation please call the volunteer register. If you feel the activity is a criminal act and or the person is in danger of exploitation or harm you must phone the police immediately.

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**As a registered volunteer every care will be taken to support you whilst you are volunteering and there are numbers to phone for support at the end of the guidance.**

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-  Only do the work that has been agreed – if you identify another task ensure this is agreed and registered with the organisation you are volunteering for.
-  Let your family and friends know what you are doing and where you are going.
-  Support family, friends and neighbours by phone or video call
-  Stay at least 2 metres - about 3 steps - away from people you are helping
-  Offer to run errands for people but staying outside of people's homes
-  Keep washing your hands often for 20 seconds – to minimise cross infection it is advisable to take your own soap and towel.
-  If you join a local group supporting others, be mindful about what data you share
-  Register with PAVO's Volunteer Register and you will be supported and deployed.

# Supporting A Service User Use and Manage Their Money

As a volunteer you are in a position of trust and you may have to help a service user use and manage their money. Spending their own money is an important element in maintaining human dignity and in being able to exercise choice and autonomy. The individuals who you might support services should therefore have the same rights to manage their own financial affairs and handle their own money as anybody else.

## GUIDANCE ON HOW TO GO ABOUT SUPPORTING INDIVIDUALS:-



Individuals who have capacity to do so are encouraged and supported to handle their own financial affairs as they wish.



Individuals are supported where appropriate to manage their own individual bank accounts, cash and make spending decisions.



Individuals are supported to understand and manage any associated risks when managing their own money.



If you are not required to support the individual to manage their money you are precluded from involvement with any of the individuals' financial affairs.



Where individuals are not able to manage their own finances, records and receipts must be maintained of any financial transactions undertaken on their behalf - that includes withdrawing cash from their account if a cash transaction is needed. We also advise you to make a note of all agreed actions in a notebook including amounts dates and times.



The service for which you are volunteering for must provide you with oversight and management in relation to any activity that involves you supporting the service user and their money if you are required to do so.



Money held in an account in the individual's name (or an account with clear demarcation of the individuals' money), is spent as the individual wishes. Appropriate records and receipts must be kept.



You and or the service you are volunteering for has arrangements in place for the safe storage of money. Records must be maintained of any possessions handed over for safekeeping.



You must never receive money or any other item of value as a gift or tip for any activity you have carried out for the individual.



Where it is identified that there has been miss management or criminal activity in relation to an individual's money, the Service Provider and or you as a volunteer may be found liable and appropriate action will be taken including the involvement of the police.

## DATA PROTECTION RESPONSIBILITIES

During the course of your volunteer duties you may come into the possession of the personal data of individuals living in Powys, for example, name address, health conditions, medications, financial details, race, or religious beliefs. Powys County Council treats the security and protection of the personal data of every person seriously and as such requests the following



Any information received will only be used for the stated purpose and will be treated in the strictest confidence. **You will not discuss or share information with those who have no need of it, including family and friends**



Any information which you feel needs to be brought to our attention in respect of individuals must be passed directly to the Service Provider you are Volunteering for and / or PAVO who are the volunteer coordinators



No further uses of any personal data obtained will be made, without prior approval.



No record, hard copy or digital, will be made unnecessarily



No record, hard copy or digital, will be retained for longer than is necessary



Powys County Council is required to have in place the right procedures to detect, report and investigate a personal data breach. If you become aware of an actual or potential breach then please contact the Council's ICT department or the Council's Data Protection Officer via Information.[compliance@powys.gov.uk](mailto:compliance@powys.gov.uk)

**The unauthorised use of any personal data provided to you in the course of volunteering may be a civil offence under the Data Protection Act 2018, and Powys County Council reserves the right to take any action it deems necessary as result of such an offence.**

## PRIVACY NOTICE

Further to your registration as a volunteer then some personal information has been provided to Powys County Council to assist in the safe co-ordination and delivery of volunteer support, under the Council's public service responsibilities.






Your personal information will only be used for the purpose for which it was shared and will be held securely for a limited period of time.





# Considerations for the Volunteer in Relation to COVID19

IF YOU ARE CONCERNED THAT YOU HAVE COVID-19, PLEASE FOLLOW NHS GUIDELINES.

Stay at 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)
-  **DO NOT** go to a GP surgery, pharmacy or hospital.
-  **You do not need to call 111** if you are staying at home and testing for coronavirus is not needed.
-  **Self-isolate;** volunteers should not visit and care for individuals until safe to do so

 If you have COVID-19 symptoms, however mild – stay at home for 7 days from when your symptoms started. 

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If you are due to provide a volunteer service for someone or an organisation please contact the central Volunteer Register on this telephone number **01597822191** or email [volunteering@pavo.org.uk](mailto:volunteering@pavo.org.uk)

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If you are the first person in your household to have symptoms, other members of the household must also stay at home and not leave the house for 14 days. (14 days starts from the day the first person in the house became ill.)

For anyone else in the household who starts displaying symptoms, they must stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14 day isolation period. The ending isolation section below has more information, and see the explanatory diagram

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>



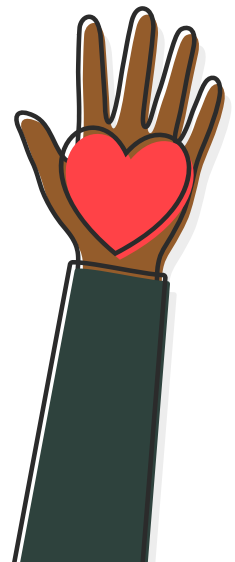
People living together are more likely to infect each other, or already be infected, therefore staying at home for **14 days minimises infection to others in the community.**

If possible, move vulnerable individuals (elderly or those with underlying health conditions).

**If you cannot move vulnerable individuals, stay away from them as much as possible.**

Ask other family members, your close friends or known neighbour or employer to help you get the things you need to stay at home. You may have to call the Community Connector Service if you cannot find help.

- **Hand hygiene** - wash your hands with soap and water more often and do this for at least 20 seconds. You should follow this advice on hand hygiene (see section).
- **Put used tissues** in the bin straight away and wash your hands afterwards.
- **Do not touch your eyes**, nose or mouth if your hands are not clean.
- **If you cannot cope with your symptoms** at home, or your condition worsens and you do not get better after 7 days then use NHS 111 online, or call NHS 111. For a medical emergency dial 999.
- **Government guidance is changing quickly**, please see the [Public Health Wales Guidance](#) for the most up to date information.





## Prior to any visit

It is extremely important that before volunteers undertake the duties they have been assigned, or go on any scheduled visits, a triage phone call needs to be made to decide whether you carry out the task for the individual who needs your support. You need to assess whether the activity you need to carry out can be done by telephone or delayed and or whether there are safe ways to deliver or collect anything from the household you are scheduled to help.

Where a visit is essential the volunteer should contact the individual in advance to ask if anyone in the household has any of the Covid-19 symptoms (as above).

### IF NEITHER THE INDIVIDUAL NOR ANYONE IN THE HOUSEHOLD HAS COVID-19 SYMPTOMS

If neither the individual receiving the volunteer service nor anyone in the household is symptomatic, then no personal protective equipment is required above and beyond normal good hygiene practices.



Social distancing of 2m should be used for non-contact activities such as doing shopping or collecting a prescription giving advice or conducting verbal consultations or providing / preparing a meal or snack.



Hand hygiene - wash your hands with soap and water more often and do this for at least 20 seconds. you should follow advice on hand hygiene.



Use hand sanitiser gel if hand washing facilities are not available.



Always wash your hands when you get home or into work.



Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.



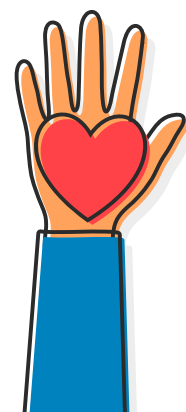
Put used tissues in the bin straight away and wash your hands afterwards.



Do not touch your eyes, nose or mouth if your hands are not clean.



Please [see this UK Government Guidance](#) for further information:



# Visiting a person or household who has symptoms of COVID19

There may well be people or households who display all the symptoms of COVID19 but may not be tested or hospitalised.

These people will still need our support and may need urgent supplies to help them through what will be a very difficult time for them.

If you and the individual being visited can remain at a safe protected distance from the symptomatic member of the household, then no additional precaution is required. This would apply, for example, where the symptomatic family member can remain in their own room, is using separate bathroom facilities and is observing robust isolation procedures, staying 2 metres away from other family members.

Social distancing of 2m should be used for non-contact activities such as doing shopping or collecting a prescription giving advice or conducting verbal consultations or providing / preparing a meal or snack.



- **Hand hygiene** - wash your hands with soap and water more often and do this for at least 20 seconds.
- **Use hand sanitiser** gel if hand washing facilities are not available.
- **Always wash your hands** when you get home or into work.
- **Cover your mouth and nose** with a tissue or your sleeve (not your hands) when you cough or sneeze.
- **Put used tissues in the bin** straight away and wash your hands afterwards.
- **Do not touch your eyes**, nose or mouth if your hands are not clean.
- Care should continue to be taken to **limit contact** with any household member that has symptoms.
- If you have been assigned to an agency or organisation providing personal / residential care then you **must follow their guidance** which will include the advice above.

# Personal Protective Equipment (PPE)

Please note PPE is for social care staff who are providing direct care to people suspected of or confirmed as having Covid-19 (within 1m).

Although highly unlikely, unless in an extreme emergency / staff shortage, you are assigned to one of the social care providers (Domiciliary Care or Residential Care) then you will be issued by the providers with the appropriate PPE for the task that you have agreed to support.



Social distancing of 2m should be used for non-contact activities as outlined above.



Effective Hand Hygiene is Essential Combined with use of PPE.



All services have been advised to keep up to date with the latest advice on COVID-19 via [Public Health Wales \(PHW\) website here](#).

## HOW TO SIGN UP FOR REGULAR COVID19 PAVO E-BULLETINS

For those interested in receiving the COVID 19 e-bulletin which will provide an up to source of information for the voluntary sector including changes in guidance and progress being made to support people and communities then please go to

[www.pavo.org.uk](http://www.pavo.org.uk)