

## **SAFEGUARDING - CORONAVIRUS**

### **Guidance for volunteers**

This guidance is in 2 parts

#### **1. Providing Practical Support**

This role involves collecting essential supplies for people who are ill or self-isolating. Your role will **not** include home visits. You will be allocated one or more people who are unable to leave their homes and do not have other local support networks.

Volunteers will:

1. Make phone contact with the person who is self-isolating, to establish contact and share phone numbers
2. Discuss with the individual an appropriate level of support (it would be extremely challenging to provide daily deliveries, but it may be helpful to be available more than once a week)
3. Make arrangements for how the person will communicate their list of requirements (many will not have internet access or smart phones)
4. Make arrangements for delivering supplies and payment.  
Payments may be made by:
  - Bank transfer if they are online or a family member can arrange this
  - Telephone banking – this can be arranged by phoning the number on the back of their bank card
  - Cheque (if they don't have Covid19)
  - Cash as a last resort
5. Deliver supplies. Remember that appropriate hand washing routines protect both the volunteer and the person receiving the delivery.
6. Record transactions. Both parties should agree how much money has been handed over and that the change and receipts match. A record of any transactions should be made, including what was bought and for how much.
7. Keep brief records of interactions including dates and times but **not** a detailed account of what occurred unless there are specific concerns. These may include safeguarding concerns, a deterioration in the health or wellbeing of the person being visited, including signs of Covid 19 (a high temperature or a new, continuous cough)

8. Report any concerns to your volunteer coordinator. This may be your minister, lay worker or other designated person.

## **2. Providing Practical Support and occasional Home Visits**

The role outline is the same as for those providing practical support only. Your role also includes occasional home visits to respond to particular needs. You will be allocated one or more people who are unable to leave their homes and do not have other local support networks but you may also be asked to visit other individuals on a one-off basis, to deal with practical issues such as replacing light bulbs.

For up to date guidance on Safeguarding please see the new Foundation Module 2020 handbook, available on line at:

<https://www.methodist.org.uk/media/16201/3348-safeguarding-css-foundation-module-2020-handbook-final.pdf>