

CHECKLIST FOR COVID-19 VOLUNTEER GROUPS

For additional help or support, please contact MSVA Community Development Coordinators:

- Sasha Brown (Tues to Thurs) - Tel: 07471 1032937, email: sasha.brown@msva.org.uk
- Julia Beckett (Mon to Wed) - Tel: 07471 032938, email: Julia.beckett@msva.org.uk

Areas to consider

1. What are you asking your volunteers to do?

It is imperative volunteers are told what they are expected to do. If possible a volunteer role description or agreement should be created and given to each volunteer (see Appendix 1 for sample Volunteer Role Description/Agreement).

2. What support are you giving your volunteers?

- Volunteers should have a named person and telephone number as their main point of contact.
- Give the volunteers guidance on what to do if they have a problem, i.e. how to report a safeguarding concern or if they have concerns about a person's health.
If someone is unwell and unable or unwilling to call 111, offer to call 111 for them.
If you are aware of someone behind a closed door who you consider to be vulnerable or unwell, you may need to call the police.
- Ensure you are aware of the contact details for the local police before approaching members of your community.

3. How are you protecting your volunteers?

- The health and safety of the volunteers is paramount. Make sure that your volunteers are aware of the guidance given on the government website (<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>).
- It would be preferable for volunteers to work in pairs, during daylight hours. However, should working alone be unavoidable, please refer to our Lone Working Policy.

4. How are you protecting the people you want to help?

- The people you are helping may be vulnerable, you may want to consider completing a risk assessment paying particular consideration to reducing risk of cross contamination and when the exchange of money is involved (please refer to our sample Risk Assessment).
- There are already examples of people using this opportunity to commit fraud. Please advise your volunteers about current scams and frauds, one example we are aware of is people offering to shop for a £5 charge (genuine offers of help will not charge). Please keep an eye on current advice via Citizens Advice Bureau www.citizensadvice.org.uk or the gov.uk website <https://www.gov.uk/>.

5. Are you looking after volunteers' and your community's information correctly?

- Confidentiality of people's information is a legal requirement under GDPR legislation (see Appendix 2 for sample Confidentiality Agreement).
- Due consideration must be given to the way that volunteer and client details are stored (see Appendix 3 for sample Data Protection Policy).

Appendix 1:

Volunteer Role Description/Agreement

Title of the role: Virus Visitors

Objectives: Support residents of _____ affected by Covid-19 virus.

Tasks agreed:

Tier 1: Volunteers who have a current DBS and would be willing to carry out non-personal care tasks to assist people with care and support needs, such as: shopping, collecting prescriptions, preparing meals, assisting with laundry, checking on/reassuring by a visit or phone call, or just sitting with someone for a while.

Tier 2: People looking out for their neighbours who may be in some way vulnerable but are not in receipt of formal care whether self-funded or state supported. This might be about supporting people who choose to self-isolate.

The name of the person to contact: _____

Expectation of behaviour:

- 1) To perform my volunteering role to the best of my ability
- 2) To follow the group's procedures and standards, including health and safety procedures
- 3) To maintain the confidential information of all involved
- 4) To meet the time commitments and standards undertaken, other than in exceptional circumstances, and provide reasonable notice of absence, so that alternative arrangement can be made

This agreement is binding in honour only, it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. NEITHER OF US INTEND ANY EMPLOYMENT RELATIONSHIP TO BE CREATED EITHER NOW OR AT ANY TIME IN THE FUTURE.

Volunteer	Name:
	Signature:
	Date:
Group representative	Name:
	Signature:
	Date:

Appendix 2:

Confidentiality Agreement for Volunteers

In the course of your associated work with the group, you may have access to, see or hear, confidential information concerning personal affairs of clients or volunteers. Unless acting on the instructions of an authorised person within the group, on no account should such information be divulged or discussed except in the performance of your normal duties. This is a requirement of the General Data Protection Regulation (GDPR) effective 25/05/2018.

You must ensure that all records, including computer screens and computer printouts of any clients or volunteers, are never left in such a manner that unauthorised persons can obtain access to them. Computer screens must always be cleared when left unattended and you must ensure you log out of computer systems.

Confidential or sensitive information relating to an individual may be divulged where there is a risk of danger to the individual, a volunteer, or the public at large, or where it is against the law to withhold it. In these circumstances, information may be divulged to external agencies e.g. police or social services on a need to know basis.

I have read, understand and agree to the terms and conditions set out above.

Signature.....

Name (print).....

Date signed.....

Appendix 3:

(Your group's name) Data Protection Policy

under General Data Protection Regulation (GDPR)

(Your group's name) is a local support group, made up of local volunteers to support vulnerable people during the Coronavirus outbreak. The (Your group's name) is set up to help the residents of (Insert location) with tasks such as shopping, transport, befriending, and basic support during isolation caused by the virus.

Privacy Notice:

As a client or volunteer with (Your group's name) we will ask you to provide certain personal information about yourself which includes your name, contact details, and sometimes any medical history/conditions you may have that will help us to provide our services to you.

Introduction:

This document explains how the Data Controller (Insert name) uses the data you provide.

Why we need your information:

We use personal data to help us provide the most appropriate level of service to our scheme users and volunteers. Without this information (Your group's name) would not be able to provide the services we currently offer to the local community.

Whose data we collect:

We hold data on those who wish to use the services of, volunteer with or otherwise support the work of (Your group's name).

How we obtain your data:

Most of the information we hold about you is or has been provided directly to us by you.

In some cases we may collect data from someone else. This may be by referral from a relative, friend, medical or social services, where necessary, in order to help us to provide our services.

What we do with your data and why:

The main purposes of our data processing are to:

- provide appropriate help and services to the users of (Your group's name)
- communicate with you about (Insert details)
- administer our services where we match volunteers with (Your group's name) clients

We may use data obtained from other people or organisations to ensure that your contact details are kept up to date, to plan our services and to ensure that appropriate due diligence is carried out to safeguard the volunteers and service users of (Your group's name).

We collect and record the following information (from the data provided by you or your representative) when completing our client service request form, volunteer application form or other (manual or electronic) forms used to help us provide services, information or fundraising activities :

- Name(s) and address, email, phone number and other relevant contact details.
- Your current or past medical history that we need and is necessary for us to provide the appropriate level of service to you. Where this is not required for us to provide our services to you we will not collect this data from you.
- Relevant next of kin, family or friend's contact details that we require and are necessary in case of emergency contact.
- Records of donations, Gift Aid status etc.
- Records of volunteering for (Insert name), information about our relationship with you, including correspondence, meeting notes, attendance at appointments etc.
- Information necessary for us to manage funds you provided to enable us to provide our services to you e.g. shopping, paying bills etc. on your behalf.

Protecting your data:

We keep your data secure with appropriate data security in place. This will be either locked cabinets for manual forms and password protected files stored electronically. Only those members of (Your group's name) and those otherwise authorised will have access to the data we hold on you.

We do not share your data with anyone else or any other organisation unless it is necessary for the purpose for which you have given us the data or we are legally required to.

Examples are given below:

- We may share basic information about you with a (Your group's name) volunteer who has been assigned to help you as part of their role within (Your group's name).
- In an emergency we may share your personal data and medical history with emergency services, NHS, social services or other statutory organisation, or where we are legally required to do so in order to provide the appropriate level of care and support to you.
- We may pass some or all of the information we hold on you to other organisations (Data Processors). An example would be providing data to medical or social service providers or to a maintenance contractor or other similar service provider in order to help you at your request or at the request of a person acting on your behalf.
- Data Processors, with whom we share data, are not allowed to do anything with your data other than that which we have requested.
- We will never share your data with third parties for marketing purposes.

Our responsibilities:

The law requires us to tell you the basis on which we process your data.

- Some activities (for example, sending you emails, letters or leaflets which promote the (Your group's name) general activities) require your consent. If the law requires your consent to process data in a certain way then we will obtain it before carrying out that activity. This will not stop you from using the services of (Your group's name).

- Where consent is given we keep a record of when and how we got consent from you. We also keep a record of exactly what you were told at the time you gave your consent.
- Where consent is given we will record special category data such as your medical history or current health condition(s) only where necessary and for the purpose of providing our services to you.
- In all other cases (i.e. providing care scheme/Good Neighbour services) the law allows us to process your data if it is in our and your legitimate interest (in a way that you would expect the data to be used) to do so, but only so long as we need to and your interests or your fundamental rights and freedoms are not overriding.

Retaining your data:

We will keep data for as long as is needed to complete the task for which it was collected. We will only keep the data for as long as is needed to provide our services to you.

Your rights:

The law requires us to let you know that you have a number of rights about the way we process your data. These are as follows:

- Where our use of your data requires consent, you may withdraw this consent at any time. You can refuse to give your consent but this will not stop you from using the services provided by [\(Your group's name\)](#).
- You can have any incorrect data we hold about you corrected.
- You will be informed of any new uses of your personal data before we start processing it.
- Where we rely on our legitimate interest to process data, you may ask us to stop doing so.
- You may request a copy of the data we hold about you.
- You may change or stop the way in which we communicate with you or process data about you, and if it is not required for the purpose you provided it, then we will do so. Activities like processing Gift Aid donations may mean we cannot entirely stop processing your data. However, we will always endeavour to comply with such a request.
- If you are not satisfied with the way we have processed your data then you can complain to the Office of the Information Commissioner.

Contacting us:

If you have any questions about this Privacy Notice, about the way in which we process your data, or if you wish to change the way we use your data, including how we communicate with you, please contact: [\(Insert name and contact details\)](#).