



A guide to volunteers during COVID-19

We've created this short guide to help answer any questions you may have about having volunteers in your service, what volunteers are able to do and what support is available from the Involvement, Experience & Volunteering Team.

Supervision and Support

Volunteers are supported by the Involvement, Experience and Volunteer Team who conduct regular reviews and co-ordinate their volunteering activity. Volunteers who are active within services will also be linked up with a member of staff within that team as a point of contact to support them in their volunteering. If you're reading this guide, it's likely that this is you.

This is a worrying time for everyone and whilst we understand that you are very busy please spend a few minutes at the end of the volunteers time with you just to catch up and check in with them to ensure they are ok and have no worries or concerns.

What training do volunteers have?

All Nottinghamshire Healthcare volunteers are trained in Information Governance and Safeguarding. They have signed a "Volunteer Agreement" and have been issued with Trust ID and a Volunteer Lanyard.

What is the volunteer's role?

Your volunteer will have been given a role profile (similar to a job description) about what is expected of them whilst working with you. This will be based on your team's original request to the Involvement, Experience & Volunteering Team. Should this role need to change in anyway please contact our team.

How to support a new volunteer starting

Please ensure that you orientate your volunteer to the area in which they are working this must include:

- What to do in case of fire
- Toilets for staff and where to keep their personal belongings.
- Codes (where applicable) to enter /leave car park facilities.
- Where they can access drinks/food.
- Contact information for yourself and team members should they need to contact you.
- Ensure volunteer is wearing Trust ID badge.
- Confirm any duties expected of them whilst working with you including days and times.

Expenses and Refreshments

If our volunteers are with you for longer than 3 hours, please make sure they can have a break for at least 30mins away from the area they are working.

Please keep a record of the times and days that the volunteer(s) are with you. Our volunteers receive out of pocket expenses which includes travel to and from a placement we will send electronic copies of our expense forms to be signed by yourself to confirm when a volunteer has been with you, once completed either yourself or the volunteer can email these to us and we will arrange payment to be made directly to the volunteer.

Safety

The volunteer is with you to offer support to your service they are not clinically trained and unless discussed prior to the volunteer starting with you wherever possible please ensure volunteers are supervised by a member of staff and not left alone with service users.

Where applicable and for the safety of volunteers please make sure that they are issued with a personal safety alarm and how to use it.

Should the volunteer require any equipment or safety equipment to fulfil the role they are doing please ensure this is always available and that they have been given training on how to use it safely.

Please ensure that volunteers are able to access facilities where they can wash their hands during COVID-19.

Remember we all want to stay as safe as possible during this time so if you have any concerns that volunteers may be at risk or your area becomes unsafe for them to attend then please contact the volunteer directly as soon as possible and the IEV Team.

If there is anything that we haven't covered, or you would like further clarification on anything, then please contact us:

Involvement, Experience and Volunteering

Tel: 0115 9560845 or 0800 0521415

Email: volunteering@nottshc.nhs.uk