Welcome and thank you!

Welcome to Royal Voluntary Service and thank you so much for choosing to be part of one of Britain’s largest volunteer organisations.

Founded in 1938 as WVS, the charity mobilised over one million volunteers to help with almost every aspect of wartime life. Today, Royal Voluntary Service still inspires and enables people to give the gift of voluntary service to meet the needs of the day. Never has that been more important than now, when we find ourselves in frightening and challenging times with the impact of COVID-19. As our founder said in 1938, ‘As a nation we require voluntary service today as much as we have ever done in the past’. Lady Stella Reading

Royal Voluntary Service has been supporting the NHS since it’s birth in 1948 and we are delighted you have stepped forward to be part of this by running shopping errands and medication collection. We want to ensure we are able to support the NHS during this challenging time and may ask you to support in other ways if you are able. For example administration tasks and running errands in the hospital. However, we will never ask you to do something you are uncomfortable doing. We will be adapting our approach to support as the need arises and will make contact with you and provide you with information and guidance if we feel you may be able to help in a different way.

Please take the time to read and understand the content thoroughly so that we can help people effectively and safely. At the end of this guide you will find fact sheets and important information to support you in your role. Thank you for joining us, we hope that by coming together we can keep our communities safe and comforted during this difficult time.

Kindest Regards,

Catherine Johnstone CBE
Chief Executive
Let’s start with some key information that will help protect you and the people you are supporting.

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 want to make sure that all information stays safe and confidential in line with the Data Protection Act 1998 and GDPR Regulations 2018. We want you to treat other people’s personal information in the same way you would want yours to be treated. If you do acquire information about an individual you may be supporting (for example, names, addresses and possible medical information), we ask that you maintain confidentiality and do not discuss or disclose any data or information with anyone outside of Royal Voluntary Service or with anyone who doesn’t need to know.

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<tr>
<td>• Keep any data secure and treat other people’s information in the same way you would want yours to be treated.</td>
<td>• Discuss any information or data with anyone outside of Royal Voluntary Service or with anyone who doesn’t need to know.</td>
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<td>• If you think there has been a mistake or breach of data protection tell Royal Voluntary Service about it so we can manage this.</td>
<td>• Leave any messages on answerphones with any personal information if you are not sure who is going to be able to hear them. Ensure others cannot hear you and avoid calls on loudspeaker if you live with others.</td>
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With-holding your phone number
We recommend that you call the isolating person from a withheld number. To withhold your number on individual calls just dial 141 before the telephone number you want to call.

EQUALITY

You will support a diverse range of individuals in diverse communities 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. If you witness any behaviours where you feel someone is being treated less favourably or excluded, then you must inform Royal Voluntary Service of this immediately so we can tackle this and take appropriate action.

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<td>• Treat others the same way you would want to be treated.</td>
<td>• Treat anyone less favourably or exclude anyone who we are supporting in our communities.</td>
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<td>• Respect everyone regardless of who they are, their backgrounds and the communities in which they live.</td>
<td>• Ignore any unacceptable behaviours towards anyone, and ensure that you report it to Royal Voluntary Service.</td>
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At Royal Voluntary Service 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 the charity 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 Royal Voluntary Service.

The support you will offer will mean you will be out in the community, supporting the most vulnerable, as we come together to support the needs of the day and help people to live well through the COVID-19 virus outbreak. We are committed to keeping you safe and below we have outlined some guidance to support you whilst supporting others.

**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 to kill viruses that may be on your hands.
- 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.
- Consider social distancing by maintaining at least 2 metres distance between yourself and anyone who is coughing or sneezing, this should be observed at all times.
- Avoid large and small gatherings in public spaces.
- Avoid contact with someone who is displaying symptoms of COVID-19. These symptoms include high temperature and/or new and continuous cough
- Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media.
- If you feel unwell and have a fever, cough and difficulty breathing, seek medical attention and follow NHS guidance whilst avoiding any contact with people.
What should I do if I think I have COVID-19 Symptoms?

If you are concerned about your health in relation to COVID-19 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.


Your responsibilities when supporting a person isolating

✓ If you have any symptoms of COVID-19 such as fever, sore throat or cough then do not volunteer or agree to assist a vulnerable individual and self-isolate.

REPORTING ACCIDENTS AND INCIDENTS

Royal Voluntary Service needs to be informed of any accident or incident, no matter how small. It ensures we are doing everything we can to make your role as safe and risk-free as possible.

Therefore, any accident or incident that happens must be reported even when the person that has been injured says they are okay. For example, a volunteer may fall coming into a building and bruise their knee, other than being a little shaken, they appear to be fine. This incident needs to be reported as the fall may have caused further damage to themselves they may not be aware of at the time of the fall.

- Contact the emergency services if necessary
- Notify a First aider (if one is available)
- Contact the Support Team to record the accident or incident.

DRIVING FOR ROYAL VOLUNTARY SERVICE

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

- 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 my driving license is valid, in date and appropriate for the vehicle I’m using.

Support those who use their cars to help their communities. If you are using your own car for voluntary purposes to transport medicines or groceries to support others who are impacted by Covid-19, your cover will not be affected. You do not need to contact your insurer to update your documents or extend your cover. This applies to all categories of NHS Volunteer Responders, including transporting patients, equipment, or other essential supplies.
We want to make your volunteering experience with us enjoyable, rewarding and safe. This below outlines what we can expect from each other whilst you volunteer with us.

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<th>You can expect us to provide you with:</th>
<th>As a volunteer with Royal Voluntary Service we ask that you agree to:</th>
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<tr>
<td>• A safe, respectful, fair and non-discriminatory volunteering environment.</td>
<td>• Recognise that the needs of the charity’s beneficiaries are our priority.</td>
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<td>• A clear explanation of what your role involves, what is expected of you and who you need to speak to if you need support.</td>
<td>• Perform your volunteering role to the best of your ability.</td>
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<td>• Reimbursement of your out of pocket transport expenses.</td>
<td>• Be accountable for your actions.</td>
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<td>• The ability to stop volunteering with us without pressure or judgement.</td>
<td>• Support and abide by the charity’s instructions within the documents provided to you.</td>
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<td>• Not accepting any gifts or monetary gifts from people you are supporting.</td>
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<td></td>
<td>• Respect and maintain confidentiality, keeping any information you gain about the charity, its services and those we help confidential, even after you leave.</td>
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**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. I also confirm that I meet all requirements detailed within the Volunteer Driver Declaration section of the supplementary information provided.

**MAKING A DONATION**

If someone you are supporting would like to make a donation, they can do this through visiting our website [https://www.royalvoluntaryservice.org.uk/donate](https://www.royalvoluntaryservice.org.uk/donate)
If you are involved in a road traffic accident or an incident which results in damage to your vehicle, loss or damage to property or injury to any people you must tell our support team. All incidents and accidents must be recorded and reported in accordance with the incident, accident and allegation reporting procedures.

**Vehicle Accident**

Follow the guidance below if you are involved in a vehicle accident:

1. Use hazard warning lights and switch off your engine and if possible exit the vehicle if safe to do so and stand in a safe place
2. Do not move injured passengers unless they are in immediate danger of further injury from other vehicles or from fire or explosion
3. Call the emergency services immediately; provide them with information about the situation
4. Determine the extent of and damage to both vehicles and/or property
5. Do not under any circumstances apologise, admit blame or accept liability
6. Record as far as you are able, the details of the accident
7. Exchange information with others involved as detailed
8. If possible take photographs of the incident, and obtain statements from any independent witnesses
9. Report the accident/incident immediately to the support team.

**SUPPORTING YOUR HOSPITAL**

During your role you may be invited to volunteer within the hospital. This could be a variety of tasks:

- Admin tasks to support NHS staff, taking telephone calls, helping with paperwork
- Ensuring that stocks of hand sanitiser in public areas are replenished, and that visitors are using as appropriate.
- Signposting visitors to the appropriate ward/clinic
- Ensure you follow the safety guidance above and maintain 2 metres from everyone else at all times in line with social distancing guidelines.
Driving for Royal Voluntary Service and the NHS

Thank you for offering your time to support both Royal Voluntary Service and the NHS with this driving role. You will be driving on behalf of a NHS service, e.g. GP, Pharmacy or Local Health Board rather than a request from an isolated person. This essential role may require you to complete several deliveries to several individuals.

There are some necessities that people who are isolating may need, like medical equipment or a prescription. In this role you will be supporting these people by collecting the items from either a Pharmacy, GP or NHS premises and delivering them safely to the isolated person, or another NHS service. In order to protect yourself while completing these duties please read the top tips below:

**TOP TIPS**

1. Ensure your vehicle is safe, road worthy, taxed, has a current MOT and your insurance is aware that you are driving on behalf of the Royal Voluntary Service.
2. We recommend that you carry drinking water, hand sanitiser and a mobile phone in your vehicle at all times.
3. Please make someone aware of where you are going and what time you are expected to return.
4. If lifting heavy items into the vehicle, please make sure you lift by bending your knees not your back.
5. All drivers and passengers must wear a seatbelt and not use a hand held telephone whilst driving.
6. Please do not leave any medication or equipment in the vehicle for a length of time and where possible hide from view, we appreciate that you may be delivering to a number of locations but do not leave medication in view. If you are unable to deliver please return it to the pharmacy the same day.
Delivering medicines and prescriptions on behalf of a pharmacy

Many pharmacies normally deliver medicines to people within the local area. Due to the policy of self-isolation and social distancing associated with delaying the COVID-19 outbreak, demand for deliveries has increased so it is likely the pharmacy may have a number of packages of medicines for you to deliver. Thank you for your help as it is very important that people get the medicines they need.

Upon arriving at the pharmacy you have volunteered to support, you will be asked to provide both your Good Sam ID and another form of identification such as your driving licence. Please ensure that you have the appropriate ID with you and maintain social distancing guidelines.

Delivering medicines to people is a vital role in current times to patients in self-isolation or may already be house-bound due to other existing medical issues; it is vitally important that the correct medicine is delivered to the correct patient.

To avoid the potential for confusion, you must also complete all deliveries from a single pharmacy before picking up further prescriptions for delivery from another pharmacy. Below are some considerations for you when delivering medicines to patients:

- Make sure you have the contact details of the pharmacy you are delivering for. **If at any time you are unsure of what to do with a medicines delivery, call the pharmacy team for assistance and guidance.**
- Medicine deliveries must be completed on the same day you collected them from the pharmacy, patients will be expecting these medicines and it is important they can continue to use their medicines each day.
- Any medicines that cannot be delivered must be returned to the pharmacy that day; you must not store other peoples' medicines overnight in your own home.
- Do not open the bag of medicines to be handed over to the patient; full details of patient name and delivery address will be on the external labelling of the package.
- If medicine packages split, or there's a breakage, call the pharmacy team immediately for their advice.
- Sanitise your hands every time you get back in to your vehicle.
When arriving at the patient’s house, follow the guidance in this document:

- Knock the door or ring the doorbell and step back at least 2 metres and adopt above guidance when dropping off items.
- When the door is answered, explain that you have a prescription to deliver and ask the person to confirm the name and address of the patient, to ensure you have the correct address and that the patient lives there.
- The person answering the door must be asked to state the name and address of the person expecting a delivery of medicines – you must not state this to them.
- If the person has to pay an NHS prescription charge, the pharmacy may have been able to take payment remotely by speaking to the patient on the phone. If that is not the case, the pharmacy may have agreed that the patient can give you payment to then take back to the pharmacy. In this case, the pharmacy staff will have told you the value of the NHS prescription charge which the patient needs to pay.
- If a patient does not answer the door, please return the medicines back to the pharmacy; do not leave the medicines outside the house or post the medicines through the letter box.
- Some patients may have more than one package of medicines, check with the pharmacy the number of packages for each patient on collection and ensure that all bags of medicines are delivered.
- Sometimes the pharmacy may not have all the medicines needed or the full quantity ordered on the prescription. When this happens, the pharmacy will issue an Owings Slip. It is important that you pass this Owings Slip onto the patient and advise them that these items will be delivered when the pharmacy has the items back in stock.
- Some patients’ medication packages may be accompanied by a message for the patient to contact the pharmacy for specific advice; please ensure this information is passed on to the patient.
- If the patient has questions regarding the medicines themselves, please advise them to contact the pharmacy.
- If the patient asks you to return unwanted medicines to the pharmacy for disposal, explain that you cannot do this and ask them to contact the pharmacy to discuss how to arrange disposal of the medicines.
- Return to the pharmacy once you have completed the deliveries if you have to return any packages that could not be delivered or have money from patients to pay their NHS prescription charge. Otherwise, phone the pharmacy to confirm that all medicines have been delivered.
Thank you! You have stepped forward to help your community and NHS through COVID-19.

If you have any issues or queries please contact the Support Team on:

0808 196 3382

Take a moment to read the information below to make sure you are familiar with how you will receive alerts, the options to accept or reject and how the app works.

**Referrer raises a request for support for either:**

- Community Response Volunteer – Shopping and prescription collection for an isolated person
- Check in and Chat Volunteer – Telephone check in
- Patient transport – Transporting patients to and from a hospital/appointments
- NHS transport – This role involves transporting equipment, supplies and/or medication between NHS service, also supporting pharmacies with medication deliveries.

**Request for support will alert the closest volunteer and give them the option to accept or reject**

- **Reject**
  - Request will bounce to the next volunteer

- **Accept**
  - Volunteer will be sent information on how to contact the isolating person/referrer to confirm what support is required
  - Volunteer has attempted to call the isolating person/referrer 3 times and is unable to make contact. Click “DROP THE CALL” on GoodSAM app.
Installing the GoodSAM app

1. Now that you have registered as a volunteer, you will need to download the GoodSAM Responder app. Downloading the app will mean you will be able to receive alerts and request for support.

2. To do this go to your relevant app store and search for the GoodSAM responder app and download.

The app will look like this:
3. Open the app and sign in using your email address and the password you set up during the sign up process. Please note – you do not need to register on the app – only sign in.

4. You may be prompted to give location access and notifications for the app, please ensure you select ‘Allow’ in order for you to receive alerts/requests to your phone.

5. Check that you have switched all notifications on under your settings. This may look different dependent on the mobile phone you are using.
6. Spend some time familiarising yourself with the settings on the app, this will ensure that you are alerted when a request to support is near you. See further information below.

**ON DUTY**

Report on duty needs to be toggled to ON for you to receive any notifications. If you know you are not available to help on a specific day please toggle this to OFF.

**On SILENT**

Make sure the settings are correct to receive an alert or request of support.

7. You now need to set up your profile. This is essential as it becomes you identification for the police and for the person you are supporting. Go into the app and click on the ‘ME’ tab. Tap the circle and upload your photo (this must be a photo of yourself).

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**NOTE:** You must show your ID to the person you are supporting. You should do this at a safe distance, for instance, by placing the phone on the doorstep and standing 2 metres back.

If the person you are supporting requires further verification, you can call their phone number to prove that you were the volunteer that contacted them earlier in the day.

You can also show the individual a copy of the alert/request for support if they require further identification.
8. When a request for support is raised you will receive an alert. You will have the option to accept or reject the alert.

9. Once you have accepted the task, the first part of the message will show what support is required (Community Response, Check In & Chat, NHS Transport or Patient Transport). The details will be shown through a message within the app or you can find this under the ‘comms’ section. If at this stage, you decide the task is not for you, then please ‘drop the call’ (shown in point 12) and this will move to the next volunteer.

Please note that some referrers may request tasks that are incorrect for the support requested. Call the isolating person and explain that you can only carry out, what you have been assigned. E.g. Check in and Chat Support.

10. Once you have completed the task click “ON SCENE or WITH PATIENT”. Please note that the message/information you have on the request will disappear once “ON SCENE or WITH PATIENT” is clicked.

When completed (e.g. you’ve already selected ‘on scene’ OR ‘with patient’ select ‘drop the call’.)
11. If you know you are unable to support a request (e.g. you have accidentally left your device as ‘on duty’), please reject the call – this will move to the next volunteer.

Rejecting an alert will not prevent further requests coming through to you, if you know you are not available to support, please toggle to “OFF DUTY” as stated in the guidance above.

12. As mentioned above, if you accept a request but then find you are unable to complete the task, please go into the more section of the app and select “DROP THE CALL”.

Please note the “I have a defibrillator” is not relevant to you in your role.

NOTE: The app is used by other organisations including medical professionals – If you are signed up as a NHS Responder Volunteer only then you will NEVER receive alerts relating to any medical emergencies. This is a completely separate programme.

Top tips for using the GoodSAM app

If you are experiencing app issues such as not being able to log on, app freezing or not being able to receive or access alerts, try and troubleshoot by checking the below:

- If unable to log in check that you have actually received an email that you have been approved and not just an email saying that your email has been verified. You won’t be able to log in until you have received the approval email.
- Do not attempt to register on the GoodSAM app. As you have already registered, just sign in using the email and password you supplied when you registered.
- Check you are using a phone that is compatible with the app either an IPhone 5 upwards or a google compatible smartphone that will allow you to download the app from play store.
- Check you have enabled settings to receive alerts and notifications by going to phone settings > apps > permissions and ensuring location is switched ON and ensure that notifications toggle is ON
- Check that battery saving mode is not set to “ON” on your phone as this restricts location access and automatically turns it off, so the app would not be able to see location.

Please refer to the Volunteer FAQ’s for more information.