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 support the transporting of patients. 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. 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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<th><strong>DO</strong></th>
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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 agree to assist any self-isolated or vulnerable individual.
✔ Use telephone contact to agree what errand is required and confirm that you will not be able to enter their home.

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.
OUR VOLUNTEERING AGREEMENT

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.

<table>
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<tr>
<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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<tbody>
<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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<tr>
<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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<tr>
<td>• Reimbursement of your out of pocket transport expenses.</td>
<td>• Be accountable for your actions.</td>
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<tr>
<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></td>
<td>• Not accepting any gifts or monetary gifts from people you are supporting.</td>
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<tr>
<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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ONGOING SUPPORT

What should I do if an isolating person asks me to continue supporting them?

Please advise the individual that you are not able to offer this as a NHS Volunteer Responder. We ask that you do not pass your contact details to any one you support, nor maintain an ongoing relationship with them.

The programme has been designed so that recipients get a different volunteer each time as part of our safeguarding for the programme and to protect you and the person you are supporting.

Furthermore, healthcare professionals are referring people into the programme on the understanding that these safeguards are in place and upheld. Failure to do so risks undermining their confidence in making future referrals.

We recognise that many of you will want to help as much as you can but most isolating people have been referred and set up in the system to receive regular calls or support which means they will benefit from a different volunteer calling each time. Continuing to contact them will only mean they receive multiple contacts from different volunteers.

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.
Thank you for offering your time to support both Royal Voluntary Service and the NHS with this role. You will be supporting the NHS by providing transport to patients who are medically fit for discharge and to take patients to routine appointments. Please note all patients being discharged have been categorised by referrers as not having a confirmed infection of COVID 19.

When you accept a request, you will need to call the contact number provided within the alert or request for support you have been sent. This will obtain clarification of the support that is being requested. For example the request could contain the individual’s name and number that you are being requested to transport or this could be the contact of a healthcare professional who is requesting a volunteer to arrive at a discharge lounge to help with several individuals. It is important that you obtain as much information as you can prior to arriving at the location.

Please discuss the requirement for a surgical mask and arrange for this to be collected before picking up the patient.

In order to protect yourself and the patient while completing these duties please read the top tips below:

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. Ensure the car door is locked into the full open position before the individual gets in or out of the car. Do not use the car door as support as car doors are prone to move.
7. Think about where you park - Avoid high pavements and drain covers or uneven ground. Park on the level not on a slope.
8. If you find yourself in a road traffic accident or incident please refer to the “Driving Emergency Procedures” fact sheet.
9. Follow the instructions via the GoodSam app to understand what support is required.
10. Refer to the additional information in the alert/message to understand where the pickup location is, for example you may be directed to a hospital, then a specific area or ward of that hospital.
11. You may be asked by a Healthcare professional or the person you are supporting to provide additional tasks such as shopping please refer them to the Support Team so this can be arranged.
12. If you are given any confidential paperwork please ensure it is disposed or shredded in a confidential manner.
The hospital may call upon you to support patients within the hospital. The support required may differ in each hospital.

- This may be transporting patients around the hospital, taking them to different wards.
  - If the patient is in a wheelchair make sure they are comfortable
    - Stand in an upright position, wear suitable footwear
    - Put the brakes on when stationary
    - Use ramps and lifts where possible
    - Always push the wheelchair and don’t pull
    - Take care of doorways

- You may be asked to sit down and chat with a patient that has been waiting to be discharged
  - Comfort them and try and take their mind off the current situation
  - Reassure them that there will be someone available to help them

- Please remember to always use the hand sanitiser dispensers situated at the entrance ways of hospitals.

- This may be transporting patients around the hospital, taking them to different wards.
  - If the patient is in a wheelchair make sure they are comfortable
    - Stand in an upright position, wear suitable footwear
    - Put the brakes on when stationary
    - Use ramps and lifts where possible
    - Always push the wheelchair and don’t pull
    - Take care of doorways
The latest Public Health England (PHE) guidance on Personal Protective Equipment (PPE) recommends the use of a “single use surgical mask” when transporting patients without symptoms, and where you cannot maintain social distancing (keep a 2-meter distance).

As a patient transport volunteer, you are required to wear a single use surgical mask when transporting patients to/from appointments or home from hospital.

The organisation or service who made the referral for the patient is required to provide you with PPE for your journey(s). One journey will require one mask for the duration of the trip so a journey to/from an appointment would require two masks.

You will be required to collect your PPE before picking up the patient. If you are picking someone up from home, you will need to collect your PPE first before you collect the patient.

Patients are not usually required to wear a mask however some patients may have been advised to by a health professional (for example dialysis patients) or some may choose to wear a mask. You are not required to provide masks for patients to wear.

For the masks to offer effective protection it is important you follow the guidance below in how to put on and take off your PPE. It is also important you dispose of your PPE correctly – guidance below “Disposal of PPE”. The mask should be close fitting and fully cover the nose and mouth. Do not touch the front of the mask when being worn.

**Exclusions:**
- You will not be required to transport patients who have symptoms of COVID-19.
- You should transport people who are “fully ambulatory” i.e. they can get to/from and in/out of your car unaided. It is important to avoid direct patient contact as this will require full PPE.

**PPE Procedure:**
- On arrival put on your mask as per the guidance
- Maintain social distancing whilst you collect the patient and direct them to your car
- Keep your mask on for the entirety of your journey
- Once you have reached your destination and the patient has left your car you may take off the mask
- Dispose of the mask in a clinical waste bin (if one available) or following the “Disposal of PPE guidance” below
- Wash hands or use hand sanitiser
Putting On PPE – “DONNING”

**Pre Donning**
- Ensure you are hydrated
- Remove any jewellery that might interfere with the mask
- Tie hair back, if necessary, if it will interfere with the mask

Wash hands with soap and water or use hand sanitiser

Put on facemask – position upper straps on the crown of your head, lower strap at nape of neck.

With both hands, mould the metal strap over the bridge of your nose.

Wash hands with soap and water or use hand sanitiser

Taking Off PPE - “DOFFING”

Wash hands with soap and water or use hand sanitiser

Remove face mask by untying or breaking the bottom ties, followed by top ties or elastic

Remove by handling the ties only. Lean forward slightly. Dispose of mask.

Wash hands with soap and water or use hand sanitiser

Please see donning and doffing video to support this guidance:

https://youtu.be/eANIs-Jdi2s
DISPOSAL OF PPE

Ideally you should dispose of clinical waste in the GP/hospital clinical waste bins. If you are disposing of PPE at home, then you should follow the below guidance

- Place used PPE in a household rubbish bag and tie securely.
- Place this in a second household rubbish bag and mark so you know what it is
- Store securely for 72 hours
- Throw away in the regular household waste

CAR DECONTAMINATION

You must clean your car before and after every patient you transport using household disinfectant (provided this is suitable for hard surfaces and leather/leatherette upholstery). Single step wipes can be purchased that “clean and disinfect” and be used according to the manufacturers’ instructions and recommended product “contact times” must be followed.

If you have fabric seats, they must be covered with disposable coverings that are fluid repellent and for single use only, such as plastic sheeting or bin bags. Please make sure you dispose of these after every patient/journey following the “Disposal of PPE” guidance above.

Depending on the products you are using, you should consider wearing disposable gloves whilst cleaning. These should be disposed of after you have finished cleaning following the “Disposal of PPE” guidance above.

Clean all exposed surface areas within one metre radius of where the patient was sitting

Particular attention must be paid to all high-touch points including the steering wheel, gear lever, handbrake and door handle, all exterior door handles and door/window pillars.

Dispose of cleaning materials and any disposable seat covers along with your PPE as stated in the “Disposal of PPE” guidance above.

Wash your hands thoroughly when you have finished cleaning.
EMERGENCY PROCEDURES

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 inform 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
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
10. Ensure your own safety and stand away from the vehicle in a safe place.
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.

**NEXT STEPS**

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 “PASS TO ANOTHER VOLUNTEER” 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).**

**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 “PASS TO ANOTHER VOLUNTEER” (shown in point 13) 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 “CONTACTED – PROVIDED HELP”. This will prevent the task being passed to another volunteer. Please note that the message/information you have on the request will disappear once “CONTACTED – PROVIDED HELP” is clicked.

11. If you make contact and find out that support is no longer required please click on the “CONTACTED – NO HELP NEEDED”. Please also call the support team to inform them, the individual may have regular tasks that need amending – 0808 196 3382.
12. 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.

13. 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 “PASS TO ANOTHER VOLUNTEER”.

*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.

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**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.