

It is really heartening to see how communities are taking action to help those that are being impacted by the Coronavirus pandemic. We support and salute you!

It is important that you take every effort to keep volunteers and community members safe and that you do not open yourselves up to unnecessary risks. CCVS is here to help, and we are offering all our member benefits to new groups free. There is a wealth of information on our website www.cambridgecvs.org.uk but for now please think about these issues:

Areas to consider

1. What are you asking volunteers to do?

- Make sure the activity is reasonable for that individual and safe for both the volunteer and the people they are helping.

2. What support have you put in place for volunteers?

- Volunteers should have a named person as their main point of contact:
 - They should contact that person if they are unable to volunteer or have a concern about someone.
 - If volunteers are worried that a child or adult they have contact with is unsafe they should contact 999 in an emergency or Adult safeguarding team 0345 045 5202/child safeguarding 0345 045 5203 (office hours) or 01733 234724 (out of hours)
- If volunteers are incurring costs and you have donations you could offer to reimburse them if they provide a receipt.

3. How are volunteers protected?

- 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>
- They should not volunteer if they or someone they have been in contact with is unwell.
- Ask volunteers to make sure someone knows where they are when they are volunteering and knows who to contact if there is a problem.

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

- Ask the volunteer for proof of identity and address.
- Think about ways can you minimise the risk of any contamination?
- How will you manage any financial exchanges for shopping etc. (there have already been examples of people using offers of help to scam people). A volunteer should never take a debit or credit card from someone or ask for their pin number.

5. Are you looking after people's information correctly?

- Make sure the information on volunteers and the people they are helping are kept safe and only used in the right way.

For further support and advice please contact CCVS at
enquiries@cambridgecvs.org.uk or call 01223 464696