



# GUIDANCE FOR VOLUNTARY & COMMUNITY GROUPS

This pack offers examples of resources that can be used by voluntary and community groups who want to come together to help others during this difficult time – and do so in a safe way.

For up-to-date information on COVID-19 visit Public Health Wales website:

<https://phw.nhs.wales/>

Or follow them on social media @PublicHealthWales



## Kindness Cards

These are examples of the Kindness Cards that are being used nationally - in some areas they may look a little different but are being done with the same principles behind them.

If you are creating your own, ensure that you include (and follow) the important safety message on them *“Coronavirus is contagious. Please take every precaution to ensure you are spreading only kindness. Avoid physical contact (2m distance). Wash your hands regularly. Items should be left on your door*

**HELLO! HELLO!** Os yn hunan-ynysu, rwyf yn gallu helpu.  
If you are self-isolating, I can help.

**Fy enw yw**  
My name is .....

**Rwyf yn byw yn**  
I live locally at .....

**Fy rhif ffôn yw**  
My phone number is .....

**Os yn hunan-ynysu oherwydd COVID-19, rwyf yn gallu helpu gyda:**  
If you are self-isolating due to COVID-19 I can help with:

<input type="checkbox"/> Nôl eich siopa Picking up the shopping	<input type="checkbox"/> Postio Posting mail
<input type="checkbox"/> Sgwrs ar y ffôn A friendly phone call	<input type="checkbox"/> Cyflenwadau brys Urgent supplies

Ffoniwch/anfonwch neges destun ataf a byddaf yn gwneud fy ngorau i'ch helpu (am ddim!)  
Just call or text me and I'll do my best to help you (for free!)

**Mae coronafeirws yn heintus. Cymerwch bob gofal i sicrhau mai dim ond caredigrwydd rydych yn lledaenu. Dylid osgoi cyswllt corfforol (pellter 2m). Golchwch eich dwylo yn rheolaidd. Dylid gadael eitemau ar garreg eich drws.**

**Coronavirus is contagious. Please take every precaution to ensure you are spreading only kindness. Avoid physical contact (2m distance). Wash your hands regularly. Items should be left on your doorstep.**



**Example Letter**

Dear Friend,

As you will be aware the world is currently suffering a healthcare pandemic. We are here to help you if you require. As a great many local residents are either elderly and/ or vulnerable, we wish to put into action a plan to keep everybody in communication, everybody supplied with food and other necessities or just at the end of the phone for a friendly chat.

If you are showing any signs or symptoms of the publicised condition, please remember to follow current Government advice for self-isolating you and your immediate family and go to [www.nhsdirect.wales.nhs.uk/COVID19/](http://www.nhsdirect.wales.nhs.uk/COVID19/) and follow the specialist medical advice.

Below is a list of names and telephone numbers and the areas that particular individual or individuals will be covering as volunteers.

If you are in need of any shopping or any kind of supplies, please feel free to call the relevant person. Please bear in mind that if you do not get in touch first time, that person is probably dealing with another individual. Therefore, please leave your name and number and we will get back you as soon as we can.

**Disclaimer:**

This is also a support network for people organising in their communities. This local support group is not directly affiliated with COVID-19 Mutual Aid UK.

**PLEASE NOTE: This group is run entirely by volunteers and not medical professionals.** We're all community members and groups wanting to support the most vulnerable with errands, information distribution and emotional comfort.

NAME OF VOLUNTEER	TELEPHONE NUMBER	AREAS
NUMBERS OF VOLUNTEERS INCLUDED FOR EACH AREA	NUMBERS OF VOLUNTEERS INCLUDED FOR EACH AREA	AREAS VOLUNTEER WILL COVER



## **Temporary Changes to Standard & Enhanced ID Checking Guidelines**

Due to current measures that have been put in place as a result of the coronavirus outbreak, we're aware that organisations are having difficulty following the DBS ID checking guidance.

Currently, when validating ID documents, it is best practice to carry the examination out face-to-face with a live video link as an alternative method. Under the current guidance, the ID checker must be in physical possession of the original documents so they can be checked for indicators of fraud.

As the public is being advised to work from home where possible, this is causing difficulties in receiving the physical documents and is delaying applications, and in some cases, preventing applications from being submitted.

**To ensure that the necessary DBS checks can still be carried out, the DBS standard and enhanced ID checking guidance will be changed for a temporary period.**

The change will enable:

- ID documents to be viewed over video link
- scanned images to be used in advance of the DBS check being submitted

The applicant will be required to present the original versions of these documents when they first attend their employment or volunteering role.



## **General Guidance Notes for Volunteers & Volunteer Co-ordinators**

**Your Safety** - Please observe the current health guidelines. Be aware that many of the people you help will be infected and there are real risks. Do not enter a client's property. Always maintain physical separation and if you handle anything touched by the client sterilise or wash your hands before touching anything else. Leave deliveries on the doorstep and place anything you are given, including money, in a clean plastic bag.

**Transport** - Please check that your car insurance is in order and that you are covered for voluntary work. No additional cover has been arranged and policies do vary.

**Scope of Work** - Beyond the obvious errands and dog walking we cannot predict what volunteers are likely to be asked for. Please use your discretion and remember the limitations imposed by the safety measures. If it seems unreasonable, unsafe, or just too much, feel free to refuse.

**Care with money** - Please take care to avoid any misunderstanding with client's money. If you don't know the client well you should offer some form of ID and leave your name and number with them. Clients should be advised to ask for this in order to protect them from opportunist thieves.

Good practice suggests that those who undertake shopping for a person should document the handling of money clearly, ensure receipts for goods purchased are provided. It is important to report any accusation or disagreement over shopping money / change or goods to the Volunteer Co-ordinator immediately. In addition, the volunteers should tactfully refuse any personal gift offered to them by anyone they're shopping for.

**Safeguarding** – It is recommended that groups follow safeguarding advice, information and procedures to protect vulnerable members of the community and volunteers.