

VOLUNTEER GUIDELINES

Below is an outline of volunteer role descriptions and some useful guidelines for how to safeguard your neighbours as we head into mobilising communities to work together. This will help us maintain a safe, reliable and sustainable network for an unknown and unpredictable period of time. We need to recognise the risks and protect the vulnerable by following helpful guidelines, adapting as the Government and Public Health guidance changes and operating within the law.

We are offering all volunteers access to free training and encourage you to like and keep an eye on the DDC Training Facebook page: <https://www.facebook.com/DDCTrainingWY/> for online training and tutorials relevant to your volunteering.

CHATTERBOX: Role Description

Chatterbox is a DBS regulated role for someone willing to telephone 1-5 people regularly. Members of the community will register their telephone number with us and we will put you in touch with them. The main goal is to maintain good social contact, laughter and general chit-chat allowing a socially isolated person to feel better connected with their community. There is no charge for this service.

SHOPPER/DRIVER: Role Description

Shopper/Driver is a role for someone willing to shop and deliver items to a member of the community. The person in need will place an order via our website or telephone, advising of any personal preferences (all items are subject to availability). Charge for purchase of food only.

£5 Basics	£10 shopping	£15 Shopping	£20 Shopping	£25 Shopping
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DOG WALKER: Role Description

Dog walker is a fairly self-explanatory role for someone willing to safely walk dogs. Members of the community will register with us so we can match you with a local dog. There is no charge for this service.

ADMINISTRATION: Role Description

Administration is a role for someone willing to help answer telephone calls and match volunteers with members of the community in need, our Hub in Kirkburton will be a central space that remains open and mobile telephones allocated solely to the UPMYSTREET Volunteer Campaign can be used offsite.

LEAFLET DELIVERY: Role Description

Delivering leaflets to a designated street in a safe and responsible manner. Wearing gloves and/or washing hands before and after handling.

DRIVER PASSENGER TRIPS: Role Description

Driver for Passenger Trips is a DBS regulated role for someone willing to transport members of the community to wherever they need to go – Supermarket, Dr, Dentist, Hairdresser, Leisure Centre, Visiting Friends etc. Currently we are only transporting passengers for essential journeys, however this is likely to increase as the need for self-isolation decreases. More information will be provided by the Volunteer Car Service Team as the need arises.

MINIBUS DRIVER: Role Description

Minibus Driver is usually a DBS regulated role for someone willing to transport members of the community, however during the Corona Virus adjustments have been made to potentially deliver food to various groups within the community. Transport without passengers does not require a DBS. More information will be provided by the Transport Team as the need arises.

VOLUNTEER GUIDELINES

All Volunteers should observe and practice the below guidelines. If in doubt please don't hesitate in contacting DDC via Facebook Messenger, email volunteer@ddc.org.uk or the relevant area Community Group Leader we put you in touch with. You will also be supplied with a mobile contact after registration.

GDPR: Do not share names and addresses online or with third parties. Do not discuss your conversations or concerns on social media where privacy and details can be shared or misunderstood. Keep issues confidential unless there is risk to the person or others, in this case discuss with your Community Group Leader. In the case of an emergency please seek support from emergency services.

Boundaries: During Chatterbox calls please ensure you avoid emotive or divisive topics such as Politics, Race, Gender, Religion etc. Bear in mind it can take a few calls to create a comfortable bond so try to stick to common interests and encouraging happy memories rather than solving current day problems which can cause worry. If you get into a conversation you are uncomfortable with or you are concerned for the persons wellbeing please discuss with your Community Group Leader. If the person in need would like some shopping or an errand running please direct to the website: www.ddc.org.uk/virus or telephone so we can log and allocate the request.

Recognising limitations: Only offer what is realistic and available at the time. Avoid making promises or committing to something outside of the role or what may be available. Bear in mind your own limitations ie. health, time, family etc.

Up-to-date Information: Only share and adhere to up to date Government and Public Health information on guidance for self-isolation, and social distancing. Avoid creating further panic or fear about COVID-19.

Support for supporters: For support and advice you can contact the Denby Dale Centre via Facebook Messenger, email volunteer@ddc.org.uk or the mobile phone number supplied after registration. We will also provide you with details for a local Community Group Leader if one is available in your area.

Dog Walking: Keep dogs on leads at all times, collecting and disposing of dog poo in a responsible way.

Handling money: For the safety of the person in need and yourself we would like to avoid exchanging money wherever possible. If someone wants to purchase a food parcel they are directed to the DDC website <https://www.ddc.org.uk/virus> where a package can be paid for securely or via the phone. Ideally you will purchase the goods and return the receipts to DDC for reimbursement. Arrangements will be made for you to collect money plastic bagged. Please ensure you that have a clear understanding in advance of what the arrangement is prior to shopping. Always keep a receipt and record of what you have purchase. **Never** use another person's bank card or PIN number to purchase items for them.

Food parcels: Please purchase a bag in the supermarket rather than re-using shopping bags and where possible use gloves and/or hand sanitiser regularly. Leave the food parcel or supplies on the doorstep, ring the bell or knock, distance yourself from the door to avoid cross infection. On occasion we will be notified of other safe places to leave the parcel. Members of the community will be aware that we will shop as close to the budget as possible and all items are subject to availability while stock levels are unpredictable. Please report back to your coordinator so we can record and close the order.

Additional expenses: During the Corona Virus, with revised operations, unfortunately we are not in a position to cover any additional expenses incurred during volunteering.

Please wash your hands regularly and wear gloves where possible.

Do not volunteer if you are feeling unwell.

Thank you for your support.