



COVID-19 EMERGENCY VOLUNTEERING POLICY

Correct at:

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History of most recent Policy Changes – **Must be completed**

Date	Page	Change	Origin of Change (e.g. TU request, change in legislation etc)

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1. Scope

This policy covers all volunteers undertaking unpaid work within Bristol City Council in relation to the city's coordinated response to covid-19 in line with the Authority's [Coronavirus Guidance for Volunteers](#) This policy has been created to help enable volunteers engage with roles in an emergency situation while maintaining adequate levels of health and safety.

This document is a condensed version of the full [BCC Volunteer Policy](#).

2. Volunteer Roles

2.1 Recruitment

Prospective volunteers are being actively recruited via www.candobristol.co.uk where volunteers will be initially registered via an online survey.

2.2 Roles

Volunteers deployed to take part Bristol City Council's central volunteering activities could be deployed into the following three roles:-

- Telephone Befriending: volunteers will be assigned vulnerable people (as identified by the NHS) to speak to on the phone at regular intervals. These vulnerable people will have specified the need to be contacted by a befriender.
- Food Distribution: volunteers will be assigned to a location to help sort a mass-delivery of food, sorting the delivery into food packages and potentially helping to deliver these to other hubs across the city.
- Shopping and prescription collection
- Specialist roles: volunteers with specific skills or experience and a DBS may be asked to undertake specialist volunteer roles such as volunteering with the homeless.
- Bespoke role: volunteers will be assigned to take dogs for walks, or other items.

2.3 References

One personal reference is required which ask the referee to comment on the volunteer's suitability for a particular activity or client/service user group, and to affirm that the volunteer is trustworthy and reliable. The referee need not necessarily be a former employer, and should not be given by a relative. A volunteer should not commence a placement until the reference is received and satisfactory.

2.4 Disclosure and Barring Service (DBS) Check

The council will obtain an enhanced DBS check for every volunteer who is involved in regulated activity working with children or vulnerable adults.

Volunteers with existing live DBS checks for either Enhanced children or Enhanced adults will be required to submit their:

- certificate number,
- date of certificate,
- date of birth
- authorisation to the council to check certificate status from either the volunteer or their manager of the organisation that the certificate is registered against.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/712121/Manage_consent_v0_2.pdf

2.5 Health Check

Prospective volunteers must declare any health issues that may affect their ability to carry out voluntary work when signing their volunteer agreement. If a volunteer highlights a health issue in this respect, the supervisor must discuss it with them before any volunteering is undertaken and where appropriate further advice should be sought from Occupational Health Services.

If once a volunteer has started a volunteering role there is any concern about their fitness for the assigned role, the supervisor should discuss it with the volunteer and consider if it is appropriate to refer the volunteer to the Occupational Health Service for further advice.

2.6 Volunteer Agreement

Each BCC Covid-19 volunteer should complete the volunteer agreement outlined in Appendix A

2.7 Letter of Authorisation

Volunteers will be provided with a letter of authorisation confirming that they are carrying out a Key Worker role – “Can Do Bristol” Registered Volunteer. They can use this to demonstrate that they are carrying out key tasks if challenged when out in public

3. Training

The Council will provide any training (if required) for the volunteering role, including any essential health and safety training, e.g., Manual Handling.

4. Supervision

A supervisor will be appointed to provide guidance and support to the volunteer(s). The supervisor will review the arrangement with the volunteer weekly, and thereafter on a regular basis. The volunteer should raise any queries with their supervisor.

4.1 Dealing with Problems

The volunteer should discuss any problems associated with their placement with their supervisor. The supervisor will normally try to resolve problems informally, but if this is not possible the volunteer should write to his or her supervisor stating clearly what the problem is. The supervisor will endeavour to resolve the problem.

If the volunteer is not satisfied with the outcome they may raise the matter with their supervisor’s manager, who will make a final decision on the outcome.

If a complaint is made about a volunteer, this will be notified to him or her in writing and the supervisor will decide whether any action should be taken. If the volunteer is dissatisfied with the decision he or she may raise it with the supervisor’s manager.

In matters deemed by the supervisor or manager to constitute serious or gross misconduct on the part of the volunteer the Council may end the volunteering arrangement with immediate effect. If the volunteer wishes to appeal this decision they should do so in writing to the supervisor’s manager (or to the manager’s manager if not appropriate to do so to the supervisor’s manager) whose decision will be final.

- Supervisors should be aware of most up to date risk assessment

5. Equipment

5.1 Personal Identification

All volunteers must use a means to prove their identity whilst volunteering. The council will maintain a database of all active volunteers which may be checked by the Police at any given time.

5.2 Personal Protection Equipment (PPE)

Volunteers must conform to requirements for clothing that apply for health and safety reasons, and to wear any PPE issued to them while conducting their duties.

6. Risk Assessment

6.1 Roles requiring Risk Assessments

All Covid-19 volunteering roles will have a risk assessment which will be part of the role Determine which roles if not all will require a risk assessment.

6.2 Alcohol and Drugs

Volunteers will have jobs designated as 'zero tolerance', in which the consumption of alcohol immediately prior to or during the working day is not be permitted on health and safety grounds (because of the nature of the job, for example a driver), must be made aware of this restriction.

7. Pay and Expenses

Volunteers are not paid for their time, but may get money to cover expenses. This is usually limited to food, drink, or travel expenses volunteers may need to buy.

Volunteers may need to "[pay tax on your driving expenses](#)" if they are reimbursed more than was spent.

8. Volunteer Agreement

The Manager or Supervisor will prepare a Volunteering Agreement between the Council and the volunteer, which both parties must sign before the volunteer commences any work (Appendix A).

Appendix A

VOLUNTEERING AGREEMENT - BRISTOL CITY COUNCIL

This agreement sets out the relationship between you (the volunteer) and Bristol City Council. The agreement is binding in honour only. It is not intended by the parties to be a legally binding agreement nor is it intended to create an employment relationship between us.

Referee

We require you to provide the name of a person from whom we can request a reference for you.

Disclosure and Barring Service (DBS) checks

For volunteering roles working with children and young people and/or vulnerable adults in regulated activities we will obtain a disclosure from the Disclosure and Barring Service.

Your role as a volunteer

The task(s) that you will be asked to undertake as a volunteer is/are: As set out in the Volunteering role description/profile

What you can expect from us

The Council will provide you with:

- An induction to the work area and your volunteering role within it.
- Training related to your volunteering role.
- A named Co-ordinator who will supervise your volunteering and with whom you can discuss your work.
- A review of your volunteering role after four weeks. This will normally be carried out by your [supervisor/volunteer coordinator/manager/named person].
- Employers liability insurance and personal accident insurance to cover you while you are fulfilling authorised volunteer work.
- Reimbursement of your expenses, subject to being agreed in advance (in accordance with the Expenses, Benefits and Travel Policy).

What we expect from you

We will discuss with you the amount of time that you are willing to commit to volunteering, when you will be available each week, and how your availability will fit in with our needs. If, for any reason, you will not be attending as we have agreed, you should let us know as soon as possible so that if necessary a substitute can be found or different arrangements can be made, and that we know you are safe and well. If we have no work for you we will let you know as soon as possible.

We also expect you to communicate (as a matter of priority) with your volunteer coordinator if you become unwell or demonstrate any of the following symptoms - a high temperature, a new and continuous cough, fever, unusual levels of tiredness - even if they are minor symptoms.

Confidentiality and Handling Personal Data

In the course of your volunteering role, you may have access to, see or hear, confidential information concerning the personal affairs of the organisation you are volunteering for, other volunteers or those you are helping.

Confidential data includes not only personal data relating to other people, but also any information an organisation, business or individual does not wish to make public.

Unless acting on the instructions of your volunteer co-ordinator, such information must not be disclosed or discussed except in the performance of your volunteering role. You must ensure that information that may be confidential is never left in such a manner that unauthorised persons can obtain access to them.

Handling Personal Data

Personal data (such as phone number, address or medical details) is any information that is clearly about a particular person. It must be managed carefully and lawfully. If you handle personal data please consider the following:

- Only collect the amount of data you need to carry out the volunteering you need to do. Do not collect extra data. If you only need a name and address don't ask for additional information that isn't necessary like a person's age.
- Personal data should only be shared with others on a need to know basis.
- If you are setting up groups such as WhatsApp, Facebook or sharing emails - please make sure that everyone has agreed before adding them to these groups.
- Do not use the data you have collected for any other purpose than what it was collected for.
- When you no longer need it - delete or otherwise destroy it. Hard copies should not end up in the normal recycling bin but destroyed. Shred if possible otherwise rip up and place in a sack in the normal refuse.
- If you need to keep or record data on an IT device ensure your anti-virus and firewall software is up to date and the device is password protected. Also, ensure the information is not seen by unauthorised person(s) or the general public.

Anyone processing personal data on our behalf needs to comply with the council's data protection policy which you can access in full here:

<https://www.bristol.gov.uk/documents/20182/33912/Data+protection+policy/8944b3e6-7799-6505-a701-7104abb34baa>

Safeguarding Exception

Confidential or sensitive information relating to an individual may be disclosed and shared where there is a risk of danger to the individual, a volunteer, or the public at large, or where it is against the law to withhold it. In these circumstances, information may be disclosed to external agencies e.g. police or social services on a need to know basis.

Tell your volunteer coordinator if you're worried about someone who you are helping or report it on the [BCC online safeguarding referral form](#)

Policies

You will abide by the Council's Health and Safety and Equal Opportunities policies, as well as the provisions of the Policy for Volunteering in Bristol City Council. These will be provided in an online resource.

Ideas and problems

You may have ideas for the better performance of your duties or of ways in which we can meet our objectives as an organisation. Please discuss these with your [supervisor/volunteer coordinator/manager/named person].

You may run into problems when performing your duties. You should discuss any complaint or problems with your [supervisor/volunteer coordinator/manager/named person].

Your [supervisor/volunteer coordinator/manager/named person] will discuss with you any issues that he/she may have with your work.

If you would like to change the arrangements for your volunteering or move to a different kind of volunteering, that too should be raised with your [supervisor/volunteer coordinator/manager/named person].

Volunteer Induction Checklist

- Health Questionnaire
- Safety briefing
- PPE briefing in each volunteer role safety induction
- Role assigned (within the pack of Role Descriptions provided)
- Manual handling and other online learning modules completed (where necessary)

Appendix B – Volunteer Health Questionnaire

Do you currently have any of the following symptoms / have you had any of the following in the past 14 days		
	Yes	No
A new, continuous cough		
High temperature		
Fever		
Unusual levels of tiredness		

Do any of the following apply to you?		
	Yes	No
I have returned to the the UK in the last 14 days		
I have a medical condition which places me at greater risk of infection		
I am pregnant		
I am under the age of 18		
I am over the age of 70		

If the volunteer answers yes to any of the following then the volunteer’s suitability should be reviewed.

To the best of my (volunteers) knowledge, I am in good health.		
	Yes	No

I have read, understand and agree to the terms and conditions set out above.

I have read, understood and agree to work to the Volunteer Role Profile and Safety Induction information provided and I will undertake online induction provided within one week of being notified about them as they are issued

Electronic Agreement: We are accepting an e-mail confirmation of agreement to this Volunteer Policy and Agreement. Please return to: Covid19.Communities@bristol.gov.uk

DRAFT COVID-19 EMERGENCY VOLUNTEERING POLICY

Signature.....

Name (print).....

Date signed.....