

## **KEEPING SAFE – COMMUNITY VOLUNTEERING (COVID-19)**

The following guidelines were written to support local community groups that have been set up in response to Covid-19.

### **STICK TO ROLES & KNOW YOUR BOUNDARIES**

- Only do the job that you have been asked to do. Do not offer to do additional roles. If people you are in contact with require extra help signpost them to:  
The Council Hub – 01305 221000
- Always clearly identify yourself.
- So not offer medical advice, however well meaning, signpost them to 111 online or by phone.
- Do not accept gifts. Politely decline and tell them a “thank you” is enough.
- Do not enter anyone’s home – under any circumstances.

### **PERSONAL SAFETY**

- Wash your hands or use hand sanitiser after every job. Always wash your hands at the start of your task and at the end of your day.
- If you or any of your household start to display symptoms of the virus, STOP outside volunteering immediately. You can register with the Volunteer Centre Dorset for telephone/remote volunteering.

### **CONFIDENTIALITY**

- Keep all personal information and their circumstances confidential. Do not share information with family and/or friends. Do not share your information with people you don’t know or who are not immediate neighbours of yours.

### **SAFEGUARDING**

- If you are concerned about anyone you visit, either because they need more support or you are worried about their safety/wellbeing. Then pass on your concerns immediately. Either contact:
  - Dorset Council Hub – 01305 221000
  - Dorset Police – **101**
- In an Emergency always dial **999** and give as much information as you can to help them assess risk and access the correct services to support.

**DO NOT TAKE ON MORE THAN YOU CAN HANDLE.** Be kind to yourself and make sure you have enough support.

**Thank you**  
**Dorset Communities, Caring & Sharing Together.**