

Getting you started as a NHS Transport Volunteer

Welcome and thank you!

Welcome to Royal Voluntary Service and thank you so much for choosing to be part of one of Britain's largest volunteer organisations.

Founded in 1938 as WVS, the charity mobilised over one million volunteers to help with almost every aspect of wartime life. Today, Royal Voluntary Service still inspires and enables people to give the gift of voluntary service to meet the needs of the day. Never has that been more important than now, when we find ourselves in frightening and challenging times with the impact of COVID-19. As our founder said in 1938,

'As a nation we require voluntary service today as much as we have ever done in the past'. 565 m

Royal Voluntary Service has been supporting the NHS since its birth in 1948 and we are delighted you have stepped forward to be part of this by running shopping errands and medication collection. We want to ensure we are able to support the NHS during this challenging time and may ask you to support in other ways if you are able. For example administration tasks and running errands in the hospital. We will be adapting our approach to support as the need arises and will make contact with you and provide you with information and guidance if we feel you may be able to help in a different way.

Please take the time to read and understand the content thoroughly so that we can help people effectively and safely.

At the end of this guide you will find fact sheets and important information to support you in your role.

Thank you for joining us, we hope that by coming together we can keep our communities safe and comforted during this difficult time.

Best wishes,

Catherine Johnstone CBE
Chief Executive



Catherine Johnstone CBE
Chief Executive, Royal Voluntary Service

Let's start with some key information that will help protect you and the people you are supporting.

DATA PROTECTION & CONFIDENTIALITY

During your volunteering you will come across personal and sensitive information about individuals as part of the support you will offer. We want to make sure that all information stays safe and confidential in line with the Data Protection Act 1998 and GDPR Regulations 2018. We want you to treat other people's personal information in the same way you would want yours to be treated. If you do acquire information about an individual you may be supporting (for example, names, addresses and possible medical information), we ask that you maintain confidentiality and do not discuss or disclose any data or information with anyone outside of Royal Voluntary Service or with anyone who doesn't need to know.

DO	DON'T
<ul style="list-style-type: none"> Keep any data secure and treat other people's information in the same way you would want yours to be treated. 	<ul style="list-style-type: none"> Discuss any information or data with anyone outside of Royal Voluntary Service or with anyone who doesn't need to know.
<ul style="list-style-type: none"> If you think there has been a mistake or breach of data protection tell Royal Voluntary Service about it so we can manage this. 	<ul style="list-style-type: none"> Leave any messages on answerphones with any personal information if you are not sure who is going to be able to hear them.

With-holding your phone number

We recommend that you call the isolated person from a withheld number. To withhold your number on individual calls just dial 141 before the telephone number you want to call.

EQUALITY

You will support a diverse range of individuals in diverse communities and we ask that you respect every individual's beliefs and that nobody is treated less favourably or excluded in anyway. We are all different and all have the right to be treated with dignity and respect. If you witness any behaviours where you feel someone is being treated less favourably or excluded, then you must inform Royal Voluntary Service of this immediately so we can tackle this and take appropriate action.

DO	DON'T
<ul style="list-style-type: none"> Treat others the same way you would want to be treated. 	<ul style="list-style-type: none"> Treat anyone less favourably or exclude anyone who we are supporting in our communities.
<ul style="list-style-type: none"> Respect everyone regardless of who they are, their backgrounds and the communities that they live. 	<ul style="list-style-type: none"> Ignore any unacceptable behaviours towards anyone, and ensure that you report it to Royal Voluntary Service.

SAFEGUARDING

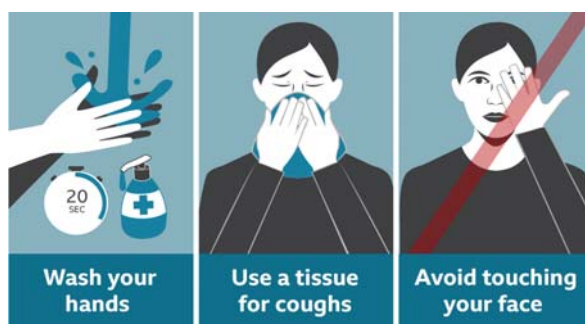
At Royal Voluntary Service we place the safeguarding and well-being of volunteers, employees and people we support above anything else. You may come across vulnerable adults or adults at risk of harm and they should never experience abuse of any kind. We want you to be alert to any signs or patterns of abuse or anything that may concern you and always raise your suspicions. Be assured you will always be supported by the charity and not raising your concerns is worse than raising a suspicion that is incorrect. If anyone tells you of any type of abuse then remain calm, listen and reassure them that it will be taken seriously. Don't promise confidentiality as you will need to speak to a limited number of people once you have this information and we ask that you ALWAYS report this to Royal Voluntary Service.

KEEPING YOU SAFE

The support you will offer will mean you will be out in the community supporting the most vulnerable as we come together to support the needs of the day and help people to live well through the COVID-19 virus outbreak. We are committed to keeping you safe and below we have outlined some guidance to support you whilst supporting people.

How to protect yourself – General Guidance

- ✓ Wash hands frequently for at least 20 seconds with soap and water at regular intervals throughout the day.
- ✓ If running water and soap is not available then ensure you have alcohol-based hand wipes or sanitiser to kill viruses that may be on your hands.
- ✓ Avoid touching your face and keep hands away from eyes, mouth and nose to avoid spread of any virus.
- ✓ If you cough, use a tissue and dispose of the tissue immediately. If the cough becomes persistent then you should follow government self-isolation precautions. If no tissue is available, cough into your arm.
- ✓ Consider social distancing by maintaining at least 2 metres distance between yourself and anyone who is coughing or sneezing.
- ✓ If you feel unwell and have a fever, cough and difficulty breathing, seek medical attention and follow NHS guidance whilst avoiding any contact with people.



What should I do if I think I have COVID-19 Symptoms?

If you are concerned about your health in relation to Coronavirus and believe you have symptoms then you need to pause your voluntary service and self-isolate for the required period of time. Please check out the Public Health Guidance to identify how long you need to isolate for.

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

Your responsibilities when supporting a person isolating

- ✓ If **you** have any symptoms of coronavirus such as fever, sore throat or cough then **do not** agree to assist any self-isolated or vulnerable individual.
- ✓ Use telephone contact to agree what errand is required and confirm to them that you will not be able to enter their home.

If you agree to drop off shopping, essential items or prescriptions...

- ✓ When you arrive at the persons home, sanitise your hands.
- ✓ Notify them you have arrived by knocking the door or ringing the doorbell and never enter a persons home. Leave items and receipt on the doorstep, step back at least 2 metres and wait for the door to be opened for the items to be collected.
- ✓ Request the person retrieves the shopping, leaves payment on the doorstep and closes the door. If change is required ask for this to be placed on the door step and retrieve when they have closed the door. Avoid any personal contact such as handshakes.
- ✓ When you leave a persons home, sanitise your hands and any money given where possible.

Completing errands

- ✓ Be cautious of crowded retail stores and pharmacies and shop sensibly.
- ✓ If using your car to deliver items then keep your car clean and disinfect the most used surfaces such as the steering wheel, gear stick and door handles.
- ✓ If using public transport, ensure that you minimise where possible what surfaces you touch and sanitise your hands wherever possible before and after taking any public transport.
- ✓ Use common sense and never put yourself into an environment where you feel there is a risk to yourself or others.

DRIVING FOR ROYAL VOLUNTARY SERVICE

All individuals that are willing to drive their own vehicles for Royal Voluntary Service must read the information below and confirm that they have the following arrangements in place:

- I have informed my insurance company of the fact that I will use my vehicle for volunteering for the Royal Voluntary Service.
- I confirm that the vehicle being used is roadworthy as outlined by UK law, has a valid MOT certificate where appropriate and is taxed for use on the roads.
- I confirm that the Driving license I have uploaded to my profile is accurate at the date of this application.

OUR VOLUNTEERING AGREEMENT

We want to make your volunteer experience with us enjoyable, rewarding and safe. This note describes what we can expect from each other whilst you volunteer with us.

You can expect us to provide you with:	As a volunteer with Royal Voluntary Service we ask that you agree to:
<ul style="list-style-type: none"> • A safe, respectful, fair and non-discriminatory volunteering environment • A clear explanation of what your role involves, what is expected of you and who you need to speak to if you need support • Reimbursement of your out of pocket transport expenses • The ability to stop volunteering with us without pressure or judgement 	<ul style="list-style-type: none"> • Recognise that the needs of the charity’s beneficiaries are our priority • Perform your volunteering role to the best of your ability • Be accountable for your actions • Support and abide by the charity’s instructions within the documents provided to you • Not accepting and gifts or monetary gifts from people you are supporting • Respect and maintain confidentiality, keeping any information you gain about the charity, its services and those we help confidential, even after you leave.

If someone you are supporting would like to make a donation, they can do this through visiting our website <https://www.royalvoluntaryservice.org.uk/donate>

ACCEPTANCE AND AGREEMENT

I confirm that I have read and understood the requirements of the role/s for which I have applied to volunteer. I understand the boundaries and responsibilities associated with this role, and know of no reason that I am unable to safely and competently carry out these duties. I also confirm that I meet all requirements detailed within the Volunteer Driver Declaration section of the supplementary information provided.

FACT SHEET

Driving for Royal Voluntary Service and the NHS

Thank you for offering your time to support both Royal Voluntary Service and the NHS with this driving role. You will be driving on behalf of a NHS service, e.g. GP, Pharmacy or Local Health Board rather than a request from an isolated person. This essential role may require you to complete several deliveries to several individuals.

There are some necessities that people who are isolating may need, like medical equipment or a prescription. In this role you will be supporting these people by collecting the items from either a Pharmacy, GP or NHS premises and delivering them safely to the isolated person, or another NHS service.

In order to protect yourself while completing these duties please read the top tips below:

TOP TIPS

1. Ensure your vehicle is safe, road worthy, taxed, has a current MOT and your insurance is aware that you are driving on behalf of the Royal Voluntary Service.
2. We recommend that you carry drinking water, hand sanitiser and a mobile phone in your vehicle at all times.
3. Please make someone aware of where you are going and what time you are expected to return.
4. If lifting heavy items into the vehicle, please make sure you lift by bending your knees not your back.
5. All drivers and passengers must wear a seatbelt and not use a hand held telephone whilst driving.
6. Please do not leave any medication or equipment in the vehicle for a length of time and where possible hide from view, we appreciate that you may be delivering to a number of locations but do not leave medication in view. If you are unable to deliver please return it to the pharmacy the same day.

SUPPORTING YOUR HOSPITAL

During your role you may be invited to volunteer within the hospital. This could be a variety of tasks:

- Admin tasks to support NHS staff, taking telephone calls, helping with paperwork
- Ensuring that stocks of hand sanitiser in public areas are replenished, and that visitors are using as appropriate.
- Signposting visitors to the appropriate ward/clinic

FACT SHEET

Delivering medicines and prescriptions on behalf of a pharmacy

Many pharmacies normally deliver medicines to people within the local area. Due to the policy of self-isolation and social distancing associated with delaying the Coronavirus outbreak, demand for deliveries has increased so it is likely the pharmacy may have a number of packages of medicines for you to deliver. Thank you for your help as it is very important that people get the medicines they need.

Upon arriving at the pharmacy you have volunteered to support, you will be asked to provide both your Good Sam ID and an another form of identification such as your driving licence. Please ensure that you have the appropriate ID with you.

Delivering medicines to people is a vital role in current times to patients in self-isolation or may already be house-bound due to other existing medical issues; it is vitally important that the correct medicine is delivered to the correct patient.

To avoid the potential for confusion, you must also complete all deliveries from a single pharmacy before picking up further prescriptions for delivery from another pharmacy. Below are some considerations for you when delivering medicines to patients:

IMPORTANT INFORMATION

- Make sure you have the contact details of the pharmacy you are delivering for. **If at any time you are unsure of what to do with a medicines delivery, call the pharmacy team for assistance and guidance.**
- Medicine deliveries must be completed on the same day you collected them from the pharmacy, patients will be expecting these medicines and it is important they can continue to use their medicines each day.
- Some medicines you are delivering may need to be stored in the fridge by the patient. You should deliver to these patients first. The pharmacy team will be able to tell you which medicines that are being delivered need to be stored in the fridge, please also communicate this to the patient.
- Any medicines that cannot be delivered must be returned to the pharmacy that day; you must not store other peoples' medicines overnight in your own home or fridge.
- Do not open the bag of medicines to be handed over to the patient; full details of patient name and delivery address will be on the external labelling of the package.
- If medicine packages split, or there's a breakage, call the pharmacy team immediately for their advice.

IMPORTANT INFORMATION (CONTINUED)

When arriving at the patient's house, follow the guidance in this document:

- When the door is answered, explain that you have a prescription to deliver and ask the person to confirm the name and address of the patient, to ensure you have the correct address and that the patient lives there
- The person answering the door must be asked to state the name and address of the person expecting a delivery of medicines – you must not state this to them.
- If the person has to pay an NHS prescription charge, the pharmacy may have been able to take payment remotely by speaking to the patient on the phone. If that is not the case, the pharmacy may have agreed that the patient can give you payment to then take back to the pharmacy. In this case, the pharmacy staff will have told you the value of the NHS prescription charge which the patient needs to pay.
- If a patient does not answer the door, please return the medicines back to the pharmacy; do not leave the medicines outside the house or post the medicines through the letter box.
- Some patients may have more than one package of medicines, check with the pharmacy the number of packages for each patient on collection and ensure that all bags of medicines are delivered.
- Sometimes the pharmacy may not have all the medicines needed or the full quantity ordered on the prescription. When this happens, the pharmacy will issue an Owings Slip. It is important that you pass this Owings Slip onto the patient and advise them that these items will be delivered when the pharmacy has the items back in stock.

DRIVING EMERGENCY PROCEDURES

If you are involved in a road traffic accident or an incident which results in damage to your vehicle, loss or damage to property or injury to any people you must our support team. All incidents and accidents must be recorded and reported in accordance with the incident, accident and allegation reporting procedures.

Vehicle Accident

Follow the guidance below if you are involved in a vehicle accident:

1. Use hazard warning lights and switch off your engine
2. Do not move injured passengers unless they are in immediate danger of further injury from other vehicles or from fire or explosion
3. Call the emergency services immediately; provide them with information about the situation
4. Determine the extent of and damage to both vehicles and/or property
5. Do not under any circumstances apologise, admit blame or accept liability
6. Record as far as you are able, the details of the accident
7. Exchange information with others involved as detailed
8. If possible take photographs of the incident, and obtain statements from any independent witnesses
9. Report the accident/incident immediately to the support team.

NEXT STEPS

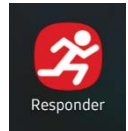
Thank you! You have stepped forward to help your community and NHS through Covid 19.

Now that you have registered as a volunteer, you will need to download the GoodSAM Responder app and login.

To do this go to your relevant app store and search for the GoodSAM responder app and download.

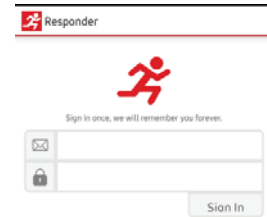


GoodSAM Responder
GoodSAM LTD



Once the app is downloaded, open the app and sign in.

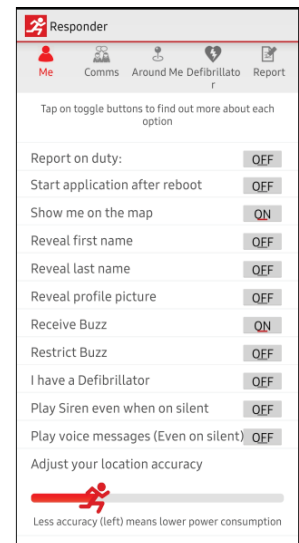
You may be prompted to give location access for the app, please ensure you do this to ensure alerts are directed to your phone.



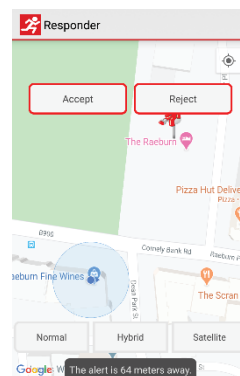
Make sure you check the settings within the app so you can be notified of an alert.

ON DUTY

Report on duty needs to be toggled to ON for you to receive any notifications. If you know you are not available to help on a specific day please toggle this to OFF.



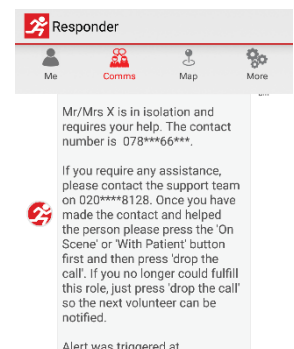
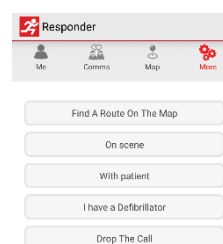
When a request for support is raised you will receive an alert. You will have the option to accept or reject the alert.



ACCEPTING AN ALERT

If you accept the alert you will be sent a notification with the details of the support required. This may either come through via text message or will be within the comms area of the app.

As instructed once you have made contact with the person requesting the support, please accept the call, this is typically found within the more section of the app. Click either "ON SCENE or WITH PATIENT" to confirm you are supporting the request.



REJECTING AN ALERT

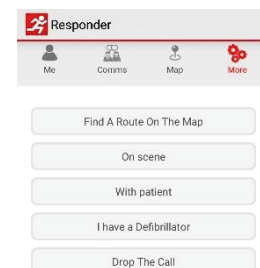
If you are unable to support a request simple click reject.



Rejecting an alert will not prevent further requests coming through to you, if you know you are not available to support, please toggle to “OFF DUTY” as stated in the guidance above.

If you accept a request but then are not able to complete it, please go into the more section of the app and select “DROP THE CALL”.

Please note the “I have a defibrillator” is not relevant to you in your role.



POTENTIAL QUESTIONS AND ANSWERS

How do I contact the support team?

We are currently setting up and training our Support Team ready to help you. We will forward the contact details for the Support Team with your first alert or request for support. When you receive the number, fill in the box below:

SUPPORT TEAM PHONE NUMBER	
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How do I claim my out of pocket expenses?

We will communicate how to claim your expenses via email in due course.

Do I have to accept every request that comes through?

No, only commit to what you can. If you are not available it will remain live on GoodSAM for a period of time until another volunteer accepts it or is sent back to the referrer.

Will everything come through the GoodSAM app or will I get calls/texts as well?

All communications should be either through the GoodSAM app or via the Support Team. If you have any questions or concerns the Support Team will take your details of your query.

Who do I call if I encounter any problems?

The Support Team should always be your 1st option

How far am I reasonably expected to travel in order to fulfil a request?

Most of the travel requests will be very local, less than 5 miles. In more rural areas this will increase to a maximum of 20 miles.

What happens if I accept a request, but then find that I can't make it or get delayed?

You can either “DROP THE CALL” via the GoodSAM app. Or please call the Support Team to let them know, they will reallocate the request. If you have been delayed please inform the person you are supporting.



How will the person I'm supporting know that I'm a legitimate Royal Voluntary Service Volunteer?

You will be asked to show your profile page on the Good Sam app, please make sure you have your phone on you and don't hand your phone to the isolating person.