

Derby Covid Community Support - Volunteer Lone Working Policy

Derby Covid Community Support recognises that there are potential risks to lone working. It is our responsibility to assess risks to lone workers and to take steps to avoid or control the risk where necessary. Volunteers have responsibilities to take reasonable care of themselves and other people who may be affected by their work.

The principles of this policy apply to volunteers who represent Derby Covid Community Support of all volunteers who work alone either from home or out in the community without close or direct support or supervision.

The purpose of this policy is to ensure that there are adequate systems in place to reduce the risks of lone working as far as is reasonably possible and practical.

Volunteers Lone Working Precautions

- Ensure that they are aware of the policy and procedures to follow and ensure that they comply with them;
- Where possible work to a loose appointment system, tell a family member or friend of your movements. Leave details with your family member or friend of where you plan to go, approximate times of when you expect to be there, details of any support you have arranged, including the name of the person you are supporting.
- All staff and volunteers working alone are to carry and use a mobile phone. Have emergency contact numbers, including your Ward Co-ordinator and the Helpline number saved on your phone.
- Maintain regular contact with your family member or friend and where travelling, ensuring that they confirm when they have returned home.
- Take reasonable steps to ensure their own safety. Look after yourself as first priority – if you feel unsure or not safe in any situation then pause and call for support.
- Wherever possible, you should not go inside the homes of anyone you do not live with, especially vulnerable people or people who believe they may be infected and are isolating themselves. However, where someone is struggling to put shopping away for themselves we may ask you to go into someone's home. In these instances the ward coordinator will talk through the process with you to make sure you are happy to do it. You should never do something you do not feel comfortable to do.
- Inform their Ward Co-ordinator of any incidents or safety concerns so that an investigation can be undertaken. This will enable future assessment of potential risks and assist in identifying any additional safety procedures which may be required to prevent an incident of a similar nature in the future.

Covid-19 Precautions

- When we reduce our day-to-day contact with other people, we will reduce the spread of the infection and save lives. This remains the case when you are helping others.
- If you are picking things up for others, try to limit the amount of time you spend outside of your home by picking up essential items for them when you do your own shopping or collect their medicines during the same trip. Remember to keep a safe distance when leaving any items on the person's doorstep or drop off area.

- You should stay 2m or six feet away from anyone you do not live with at all times. Do not share a car journey with them.
- You should also regularly wash your hands with soapy water for at least 20 seconds.
- If you have offered to help other people, please do not place yourself in positions where you may feel unsafe, for instance helping late at night.
- If you or someone in your household has shown symptoms, or if you are more vulnerable to coronavirus yourself, then you must stay home. You still play an important role but will need to do this from home.

For full guidance please see the following:

<https://www.gov.uk/government/publications/coronavirus-how-to-help-safely--2/coronavirus-how-to-help-safely>

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