

INSERT NAME

Coronavirus/ covid-19 Relief Effort

Emergency Volunteer Handbook

Updated March 2020

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Mission statement

INSERT NAME is a relief effort engaging Emergency Volunteers.

Emergency Volunteers are individuals who are unaffiliated with existing official response organisations, yet, without extensive pre-planning, are motivated to provide unpaid support to the response and/or recovery to emergencies; in this instance the covid-10 pandemic.

We operate in the INSERT AREA NAME and our purpose is to facilitate the supply of food, household goods and medicine to isolated or at risk members of the community living in the local area. We may also help by way of INSERT DETAILS, or by signposting people to opportunities and appropriate specialist services.

There are certain risks involved in offering our help to the community outside of an organisational framework which we have tried to consider. As with any risk assessment, we cannot anticipate all the circumstances that may arise, so it will be necessary to fall back on common sense and compassion at times.

This initiative was set up by INSERT DETAILS

Recruiting and supporting Emergency Volunteers in a relief effort

We predominately recruit Volunteers via INSERT DETAILS.

If you know anyone who is interested in volunteering please refer them our main point of contact: INSERT DETAILS

Our Volunteers are mostly INSERT AREA NAME residents. Volunteers who live elsewhere would be welcome to join our team, however, people living in any given community will have greater knowledge of the local need and resource (both existing and emerging), and therefore greater legitimacy in acting.

If you would like support in finding volunteer opportunities near to where you live, please contact our volunteer co-ordinator or your local Community Voluntary Service (CVS).

An overwhelming number of INSERT AREA NAME residents have demonstrated heartfelt desire to help and provide vital resource to support those in our community affected by this emergency.

Thank you to all Volunteers on behalf of our group and the area residents for your generous donations of time, passion and skill.

You are a credit to this community we are the richer for your presence.

This document contains working guidelines and policy that strive to help our Volunteers, and the people they help, have a safe positive and experience. We have to be somewhat reactive when helping our communities cope with the current evolving crisis and the contents of this handbook will hopefully help our volunteers feel prepared and supported.

When Emergency Volunteers get in touch with us, we ask that they undertake a basic assessment. This assessment is completed in a proportionate and timely way before volunteers are tasked and deployed. We understand that Volunteers want to get involved in the response to help their community as quickly as possible, but the safety of Volunteers, communities and other partners is paramount.

Exceptionally, Volunteers may be considered inappropriate for any role involving the emergency, perhaps for medical reasons or because of the information they give during the assessment. This will be a subjective judgement and will not be used to prevent volunteers helping, but only in those circumstances where their support would endanger themselves or others.

Group roles

Here are the available Volunteer roles within INSERT GROUP NAME, with a brief description (unless self-explanatory):

Role name	Description
Founder	Responsible for INSERT DETAILS
Lead Volunteer	Responsible for supporting volunteers operating in a particular area/ INSERT DETAILS
General Volunteer	Responsible for INSERT DETAILS
Dog Walker	
Social Media Moderator	Responsible for content and communications via INSERT DETAILS
Phone Communications Volunteer	Responsible for INSERT DETAILS
Home Education Co-ordinator	Responsible for INSERT DETAILS
Volunteer Co-ordinator	Responsible for advising best practise and working guidelines for volunteer management and coordination
Retail Liaison	Responsible for brokering and maintaining a relationship with local retail partners who can help with sourcing/ reserving/ delivering supplies to members of the community in need
Pharmacy Liaison	As above but for medicines and other medical supplies
Food Bank Liaison	Responsible for brokering and maintaining relationship with local food banks to ensure joined up working.
GP Liaison	As above but with local GP surgeries and health centres
Local Authority and 3rd Sector Liaison	As above but with the local authority and partners in the 3 rd sector
Police Liaison	As above but with the local police
Faith Liaison	As above but with the local faith groups
Media Liaison	Responsible for INSERT DETAILS

This list is not exhaustive and roles may need to be generated in order to meet emerging need.

Communicating with one another

It is extremely helpful for our Lead Volunteers and Social Media Moderators if all volunteers could make sure they share up to date contact details and reply to any messages ASAP. Clear, consistent and timely communication is essential to the success of this relief endeavour. Your fellow Volunteers and the community understand that you are likely a very busy person, and so we thank you for making time to help us with this matter.

We understand that this can be an emotionally charged time, but we ask that our Volunteers treat their team members with respect and consideration at all times. If you are feeling overwhelmed, or in need of support, then please contact the Volunteer Coordinator or a member of the Social Media Moderator team via our Facebook group so that we can support you.

Engaging with the general public

We are currently using the below template as a way of identifying need within the local population. Our Lead Volunteers fill in these cards with their details and then distribute them through people's letter boxes:

HELLO! If you are self-isolating, I can help.

My name is
.....

I live locally at
.....

My phone number is
.....

If you are self-isolating due to COVID-19 I can help with:

<input type="checkbox"/> Picking up shopping	<input type="checkbox"/> Posting mail
<input type="checkbox"/> A friendly phone call	<input type="checkbox"/> Urgent supplies

Just call or text me and I'll do my best to help you (for free!)

Coronavirus is contagious. Please take every precaution to ensure you are spreading only kindness. Avoid physical contact (2m distance). Wash your hands regularly. Items should be left on your doorstep. **#ViralKindness**

We have managed to garner support from local businesses for print off these cards. Thank you to anyone who supported our efforts in this way.

Please do not unnecessarily disclose confidential information concerning your volunteering to anyone. This does not affect your rights under the Public Interest Disclosure Act 1998 with regards to Safeguarding. For more details about this, please see our Safeguarding section, contact the Volunteer Coordinator or your local CVS.

Suggestions for communicating with the general public

Listening and empathising with the concerns of the general public may be enough.

If you are asked for advice, please stress that you are operating in a voluntary capacity, not in a professional capacity. We ask that our team refrain from conjecture, sharing information that is not fact checked and/ or offering medical advice to members of the public while volunteering.

If you have a conversation which flags concern for a resident, please message a member of our Social Media Moderator team so that we can support and respond appropriately. This may include signposting this person on to an appropriate service. We are working on creating a signposting resource for distribution.

If making initial contact to arrange a delivery of goods is a part of your role, the following suggestions may be useful when connecting with members of the community; be it face to face, via Facebook messenger, email or phone. Please bare in mind that this is not an exhaustive list, and that the pandemic situation is an evolving one; as such the needs of the community and how we address them might shift over time.

1. Introduce yourself as a Volunteer from the INSERT NAME group and explain the purpose of your call, email or message. You can refer them to one of the Social Media Moderator team if they need verification of your efforts. It's ok if people want to check who you are; this kind of transparency helps the community prevent against scams.
2. Check if the person is available to pay online or over the phone for what the need with a shop themselves; this is preferable as it negates money handling for our team.
3. Check if delivery with said shop is available; if not then please make arrangements for you (or someone else) to collect and deliver their paid for items.
4. If the answer to question 2 is yes, check if they need help completing the order. If they do not, then please ask if they need any further help from us at this time before you end your contact. If yes, refer on to a Social Media Moderator.
5. If the answer to question 2 is no, please explain that at this time we cannot accept orders over the total value of £30, and then identify what items the household needs and if any of these items are location specific e.g. halal butchered meat.
6. Check if they are willing to accept substitutes for any of these items, and make clear notes if so.
7. Due to the sensitive nature of collection from pharmacies, if any of the items needed are medicine, please check if it possible for a known person (e.g. family, friend or support worker) to complete their collection.
8. If this is not possible, the please see our collection from pharmacies section.
9. Check if they have a vague idea of what they would pay normally; this helps us track shifts in price.

10. Identify how they are able to pay: see our money handling section for details.
11. Agree a system for delivery. Considerations are: agreeing an estimated time or arrival (ETA), how best to alert them to your arrival, where to leave their items and receipt and how you will exchange funds where necessary. Where ever possible, volunteers should physically witness people taking their items inside.
12. Explain that, in line with government advice, you will take rigorous measures to reduce cross infection, including hand washing, wearing gloves and standing at least 2m distance away from the recipient: see our prevent the spread of covid-19 section. The risk of cross infection on items like shopping is considered minimal, but that they should leave the items in an isolated space for up to 8 hours, or sterilise them before use, then washing their hands afterwards.
13. Check that there are no complications or considerations when approaching their property e.g. security code for external gate, uneven surfaces or domestic pets.
14. Explain that you need to keep a dated written log of your volunteering, and seek their permission to temporarily hold their details for this purpose; explain these details will be safely disposed of when you cease contact.

Printable script for arranging a delivery of goods

Please see below for a printable pocket sized resource which has prompts for the above suggested conversation points. It may be helpful to take a copy with you while volunteering.

1	Introduction
2	Check if the person is available to pay online or over the phone
3	Check if delivery with said shop is available; if not, please make suitable arrangements
4	If yes, check if they need help completing the order or anything else at this time
5	If no, explain £30 cap on deliveries and create a shopping list, checking for any specifics
6	Ask if any substitutes are acceptable; if yes, make clear notes
7	If medicine is needed, see if this can be collected by a known person
8	If this is not possible, ask if the medicine is controlled, and explain the necessary process for collection of medicine on behalf of others
9	Check if they have a vague idea of what they would pay normally
10	Identify how they are able to pay: see our money handling printable for details
11	Agree a system for delivery
12	Explain the necessary measures to reduce the risk of cross infection for both parties
13	Check that there are no complications or consideration when approaching the property
14	Explain that you need to log your volunteering contact and seek their permission to temporarily hold their data; explain these details will be safely disposed of when you cease contact.

Collections from retailers

We have a dedicated Retail Liaison Volunteer who is building partnerships with local businesses and working in a joined up way, making sure that the most vulnerable residents of INSERT AREA NAME have the items they need.

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

Collection from pharmacies

We have a dedicated Pharmacy Liaison Volunteer who is building partnerships with the pharmacies in the area, and working in a joined up way, making sure that the most vulnerable residents of INSERT AREA NAME have the medicine and medical supplies they need. If you are collecting medicine from a pharmacy on behalf of a resident, you will need to have the following:

- Details of the items needed and where to get them from.
- Express permission to collect and share their personal data for the purpose of accessing their medication, in line with pharmacy working guidelines and GDPR.
- Their full name, address and postcode.
- Information on payment; if they pay for their medication, please see our money handling section for more details.

Whether their medication is a ‘controlled medication’? Explain that if so, you will need to present their photo ID and your own upon collection, in line with pharmacy working guidelines. You need to gain express permission for this and reassure the person that you will take rigorous measures to reduce cross infection: see our prevent the spread of covid-19 section for details.

It is unlikely that you will need to handle a paper prescription, as most are sent digitally by GPs direct to the pharmacy. If you do please have to handle a paper copy, please take the necessary measures to reduce the risk of cross infection for all parties: see our prevent the spread of covid-19 section for details.

Please see the following link for NHS guidance on picking up prescriptions for someone else:

<https://www.nhs.uk/common-health-questions/caring-carers-and-long-term-conditions/can-i-pick-up-a-prescription-for-someone-else/>

Deliveries

We have seen a number of local shops absorb responsibility for reserving and delivering items to help their community. We are profoundly grateful for this, thank you. However, some shops do not have the capacity to deliver.

If you are delivering pre-paid items on behalf of a shop, then you or your Lead Volunteer will likely communicate with the recipient before you drop off.

It should be explained that, in line with government advice, we take rigorous measures to reduce cross infection, including hand washing, wearing gloves and standing at least 2m distance away from any delivery recipients: see our prevent the spread of covid-19 section.

Check that there are no complications or considerations when approaching their property e.g. security code for external gate, uneven surfaces or domestic pets.

Explain that all Volunteers need to keep a dated written log of their deliveries, and seek their permission to temporarily hold their details for this purpose; explain these details will be safely disposed of when you cease contact.

Also explain that the risk of cross infection on items like shopping is considered minimal, but that they may want to leave the items in an isolated space for 6 hours, or sterilise them before use, being careful not to touch their mouth, nose or eyes while doing so.

Upon drop off, you will ideally witness the recipient take their items and receipt inside. If this is not possible, then they must be left in a “safe place” designated by the recipient. If neither of these is possible, it is advised that you re-organise delivery to a time so that one of the aforementioned scenarios can be met.

We are working on establishing an ID system for our delivery Volunteers and more details about this will be shared when we have them.

If you are delivering unpaid items then it is possible that money handling is unavoidable. Please see the next section for guidance.

Money handling

Volunteers should avoid money handling of any kind where possible. This is to protect the people we help from fraud or theft, and to protect volunteers from accusations.

Either: I will pay for your goods in advance and deliver them to you with the receipt. I will text/call

you once I know the final total so that you can have the money ready. Please have the cash ready

for me to collect in an envelope/jar/other and we can agree where you will leave it for me to pick

up. I will be following coronavirus protection guidelines whilst shopping (washing my hands before/using hand sanitiser during/wearing gloves) but you may also wish to disinfect the goods

before using. I will do the same with your cash.

Or: If you wish to entrust me with your cash in advance, please check my identity before you hand

it over. *I can: send you my photo/give you a code word before I arrive. I will photograph the goods on delivery and ask you to sign the receipt to say you have received the goods and change

(following social distancing guidelines)

PLEASE DON'T DISCLOSE YOUR BANK DETAILS, CARD OR PIN IN ANY CIRCUMSTANCES

Welfare

The welfare of our Volunteers is paramount. It is our responsibility to make sure that Volunteers understand the task they have been given and to report back to them or their team lead should any issues arise. It is essential that all Volunteers are accounted for at the end of the day, especially if they are volunteering in isolation, as per our Lone Working guidelines.

Before deployment we need to make sure that we have:

- Up to date contact details for each Volunteer.
- An emergency contact for each Volunteer; in so that in the unlikely case of an accident or emergency that we can contact someone on your behalf.
- Provided our Volunteers with essential information about the emergency and its effects on the community.
- Adequately defined the duties attached to any role(s) given to a Volunteer.
- Clearly explained the lines of communication and any working guidelines we use.
- Briefed Volunteers on any equipment they may be using and how to use it safely.
- Ensured that Volunteers know who to report to, where and when and how to report back any issues should they arise.

We ask that Volunteers prioritise their own health and well-being over commitments to volunteering; if you are unable to uphold a commitment, please give your Lead Volunteer as much notice as possible.

If you feel like you need some support, please contact the Volunteer Coordinator or Social Media Moderator team. Volunteers will be offered emergency support sessions by the Volunteer Coordinator where necessary; this allows for sensitive and reflective discussions which promote safe and healthy practice.

There are resources available to help you cope with the broad spectrum of challenges the covid-19 pandemic has created. Please see the links below for details:

Mind <https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

Samaritans www.samaritans.org or telephone 116 123

The NSPCC at www.nspcc.org.uk or call their national helpline on 0808 800 5000

Citizens Advice Bureau local <http://www.ashfieldca.org.uk/> and national

<https://www.citizensadvice.org.uk/>

Advisory Consiliation and Arbitration Service (ACAS) <https://www.acas.org.uk/>

Communicating with the media

If any Volunteers are approached by the media / press, volunteers should be aware that they can talk generally about their involvement and why they helped, but the interview should not be used to identify any specific individual or situation e.g. they should not give details of any affected properties they have volunteered at.

Requests for media interviews should be agreed through the group's Founder who can be contacted via INSERT DETAILS.

What is the best way to prevent the spread of covid-19?

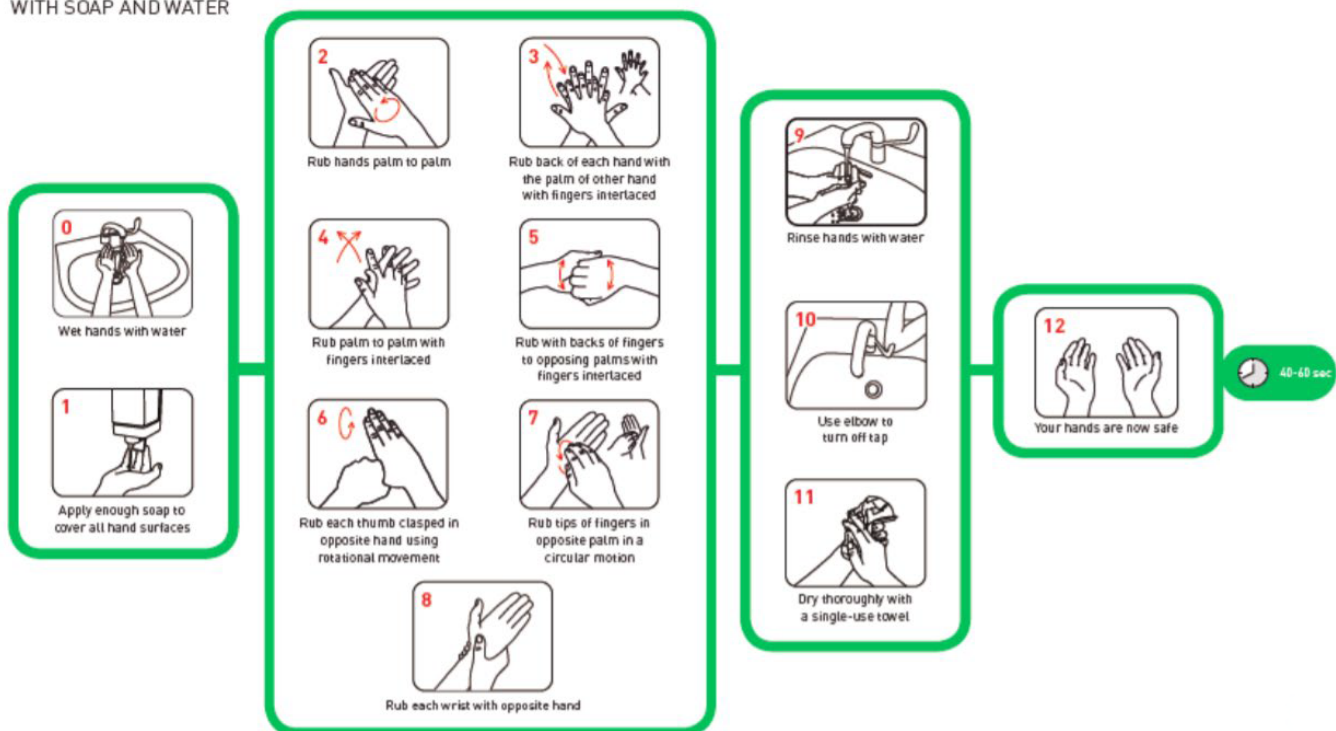
- Wash your hands often with soap (or soap substitutes) and water for at least 20 seconds or use an alcohol-based hand sanitiser. This is particularly important after taking public transport.
- Use an alcohol-based hand sanitiser that contains at least 60% alcohol if soap and water are not available.
- Cover your cough or sneeze with a tissue, then throw the tissue in a bin.
- Clean and disinfect frequently touched objects and surfaces in the home and work environment. Viruses can live on hard surfaces for up to eight hours, so it is important to frequently clean key areas e.g. door handles.
- Avoid touching your eyes, nose, and mouth with unwashed hands. Where appropriate, appropriate Personal Protection Equipment (PPE) should be worn e.g. masks and gloves.
- Reduce social contact, including working from home, where possible.

HAND CLEANING TECHNIQUES

How to handwash?

WITH SOAP AND WATER

NHS
National Patient
Safety Agency



Link for printable hand washing poster above:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/866065/Handwashing_techniques.pdf

Lone Working

Lone working describes any activity that is carried out in isolation from other team members, without close or direct supervision.

Where ever possible, avoid lone working.

If this is not possible we ask that all Volunteers please follow the below guidelines on how to reduce risk:

- Make sure that the Volunteer Coordinator has your up to date contact and emergency contact details.
- Inform your Lead Volunteer if your mobile phone number changes.
- Regularly confirm the date(s), time(s) and location(s) of all expected volunteering with your team lead.
- Regularly communicate with your Lead Volunteer so that you can be kept up to date on new information about the area, including emerging risks and mitigation strategy.
- Inform your Volunteer Lead if there is any unexpected change to your agreed volunteering schedule.
- Have on your person a mobile phone that has signal and credit, as well as a low level of petty cash.
- Always prioritise your own safety, removing yourself from serious risk immediately, contacting your Lead Volunteer or our Social Media Moderator team for further support and guidance at the first possible instance.
- End volunteering commitments as quickly as possible if the physical or emotional state of the individual(s) involved renders contact unsafe or inappropriate.
- In the instance that the person you are helping has had an accident or is unresponsive, call emergency services immediately on 999.
- Inform your Lead Volunteer when you have finished for the day; this is extremely important as this is the only check and balance we can have in place to ensure that you have completed your volunteering commitments safely.

Professional boundaries

This Professional Boundaries framework diminishes risk and enables Volunteers to create and maintain professional, healthy and safe relationships with members of the community (beneficiaries) and other team members. We are committed to reducing the risk of beneficiary exploitation and anxiety and supporting the well-being of all team members and partners.

We ask that our Volunteers:

- Remain alert to the inherent power imbalance between themselves and any beneficiaries.
- Make sure that their voluntary endeavours are in all beneficiaries' best long term interest.
- Avoid 1:1 contact with beneficiaries; where this is not possible, our Lone Working guidance applies.
- Do not share an unnecessary volume of personal details with beneficiaries. This may include your address(s), phone number(s), email(s), social media account(s) and details about family members.
- Not volunteer directly with any lover, relative, employer, employee, business partner or friend as a beneficiary. This is strictly prohibited by the Social Work Code of Ethics; in instances where the potential for this situation arises, please contact the volunteer coordinator at the first possible instance. Thank you.
- Not give or receive significant gifts to or from beneficiaries; in the instance where a Volunteer or beneficiary does offer a gift, please share this gifting with the Volunteer Coordinator and Founder at the first possible instance so it can be officially logged.
- Do not encourage or sustain co-dependent relationships with beneficiaries.

Safeguarding

Safeguarding is a term used to denote measures to protect the health, well-being and human rights of individuals, especially children, young people and at risk adults, so that they might live free from abuse, harm and neglect. This includes all preventative procedures.

As an Emergency Volunteer effort, unaffiliated with existing official response organisations, we are committed to our contributions towards Safeguarding. This includes protecting Volunteers and partners from false allegations of abuse. Volunteers must not unnecessarily place themselves in unsupervised 1:1 situations with beneficiaries; in instances where this is not possible, our Lone Working and Professional Boundaries guidance will apply.

If a Volunteer has concerns about possible safeguarding breach, or has had someone disclose possible Safeguarding breach to them, they have a legal duty to report it to us no later than 24 hours from the initial disclosure. One of the only times that it is acceptable to break confidentiality in relation to personal information is in response to a disclosure of possible abuse, in order to ensure that appropriate action can be taken. Volunteers must explain this to the individual disclosing at the initial point of sharing.

If a complaint concerns a Volunteer, or the possible Safeguarding breach is a direct result of Hucknall Community care – Coronavirus activity, Volunteers must immediately inform the Volunteer Coordinator who will then initiate contact with INSERT LOCAL AUTHORITY NAME Local Authority Designated Officer (LADO) for Safeguarding. Details can be found at: INSERT DETAILS

If the complaint concerns the Volunteer Coordinator, please contact your LADO directly; a quick Google search will give you their contact information.

Please contact your local CVS for more up to date Safeguarding advice.

Volunteers reported having breached any of the above, or having behaved in an inappropriate manner, will have the offer of their help politely terminated and recorded.

Risk assessments and health and safety

Ideally, risk assessments will be completed for all tasks. Generic risk assessments and if necessary a dynamic risk assessment will ideally be completed by an allocated member of the team.

Some Volunteers may require additional briefing needs should they be deployed to a more involved or complex task e.g. sterilising goods to be delivered. If appropriate, the organisation might consider providing briefing on:

- Frequently encountered hazards for different types of emergencies
- How to complete simple tasks such as safe handling procedures
- Properly using any equipment provided
- Specific and specialist roles that might be tasked

We ask that all Volunteers apply common sense and pragmatism when approaching the tasks within their roles. Please raise any identified risks with our Social Media Moderator team or the Volunteer Coordinator at the first available opportunity.

Please see our resource section for a risk assessment template.

In line with reasonable Health and Safety guidance, we ask that Volunteers avoid behaviour or actions that would jeopardise the safety or well-being of themselves or anyone else.

The Health and Safety Executive (HSE) has published guidance on the subject of managing Volunteers, which an organisation or organiser should consider when establishing its own policies and protocols for managing emergency volunteers. The HSE emphasises that the majority of volunteering opportunities are low risk and taking a sensible, proportionate approach is the key to making sure things go smoothly and avoiding unnecessary bureaucracy.

<http://www.hse.gov.uk/voluntary/index.htm>

Considerations

Data protection

The processing of volunteers' and beneficiary personal data must be done in accordance with the General Data Protection Regulation (GDPR). In order to register as a volunteer, individuals will be providing the organisation or organising individual with their personal data or "special category personal data". The GDPR require, among other things, data to be processed fairly, lawfully and in a transparent manner. The personal information provided by the volunteer must only be used for the purpose it was provided in relation to their involvement as a volunteer in that emergency. All data must be stored in a secure location and only accessed by those who have a legitimate need to do so, such as the Volunteer Coordinator(s).

The consent of the data subject may not always be a necessary precondition to lawful sharing of data. It may be shared if the reason for sharing meets one or more of the criteria set out in guidance.

The GDPR also require that data must not be held for longer than necessary to fulfil those purposes. The data must also be held securely. With this in mind, when the information is no longer required for the purpose it was originally gathered, the registration form and any other personal information should be destroyed in accordance with local data protection arrangements.

If you want INSERT GROUP NAME to delete your data at any time, please contact the group's founder via INSERT CONTACT DETAILS.

Minimum age

Particular attention must be given to the needs, Safeguarding responsibilities and emotional welfare of children (anyone under the age of 18), because it is likely to be difficult to ensure the safety of children during an emergency response. It is recommended that all volunteers during the emergency response should be over 18. If in doubt, proof of age should be requested during the assessment process.

If tasks are identified that can be performed by those under 18, it is ideal if permission to volunteer is obtained first from a parent or guardian of the child.

Insurance and Liability

Whether an organisation is legally liable for the acts of a volunteer will depend on whether an organisation has otherwise assumed liability for their actions. This will depend on the relationship between the organisation and the individual, including the level of control the organisation has over the volunteer's work and behaviour.

Insurers do not need to offer anything specific to emergency volunteers, but what is important is that the insurer knows, understands and accepts the position of any organisation involved towards the use of those volunteers.

If a volunteer is using their own car, it is their responsibility to ensure they are covered to use their car for volunteering purposes. A quick phone call to the insurance company is sufficient.

Social Action, Responsibility and Heroism (SARAH) Act 2015

The Social Action, Responsibility and Heroism (SARAH) Act 2015 is broad in application and could cover the activities of a Volunteer who is acting for the benefit of society or intervening to help someone in an emergency. If something went wrong and the Volunteer (or the organisation or individual who had been directing the Volunteer) was sued, a court would take the factors in the Act into account when determining whether they were negligent. It would, of course, consider any other relevant factors (e.g. the seriousness of the injury caused, the foreseeability of the risk, whether reasonable steps could have been taken to avoid the injury being caused) before determining the claim. The Act does not give people immunity if being found negligent, but does require the courts to take full account of the context of a person's actions when determining the claim.

Expenses

The organisation should decide whether any out-of-pocket expenses incurred by Volunteers will be reimbursed e.g. mileage costs, bus fares. If expenses are to be reimbursed, it is advisable to put a process in place enabling this to be done. The decision to reimburse or not, should be communicated to Volunteers at the time of registering.

Volunteering will not usually affect any benefits claimed, but if the Volunteer is in receipt of benefits it is their responsibility to determine, before they volunteer, if their benefits will be affected due to their involvement.

Behaviour

The organisation or coordinator should consider the potential reputational damage posed by the involvement of Volunteers for example but not limited to:

- Breaches in confidentiality / data protection
- Misrepresentation of the organisation to the public/media
- Misconduct by volunteers
- Harm to volunteers or those they help
- Lack of cultural sensitivity and/or the use of abusive or discriminatory language
- Provision of misinformation

If a breach of data protection has occurred, you need to contact the Information Commissioners Office ICO for advice <https://ico.org.uk/>

Resource