

## Volunteering Advice for COVID-19

### Before becoming a Volunteer

It is possible for anyone to volunteer but under the current guidance for responding to COVID-19, people over 70, those with underlying health conditions and anyone who is pregnant should not take part in volunteering. They could consider non-contact roles instead, such as phone calls.

If anyone is under the age of 18 years old and wishes to volunteer, please see further guidance at

<http://thirdsectorsupport.wales/volunteering/>

### If you do Volunteer

All volunteers **must** follow the latest guidance on social distancing issued by Public Health Wales [Guidance on social distancing for everyone in Wales and protecting older people and vulnerable adults](#)

The situation is changing quickly, so people involved in volunteering and organising volunteers should check this guidance on a daily basis and also read the [daily updates](#) from Public Health Wales to ensure they have the latest information.

### General Guidance

- If we contact you for help and you're experiencing any symptoms of COVID-19, please let us know and we can ask someone else.
- Volunteers must protect themselves and anyone they encounter to avoid spreading COVID-19. You **must** avoid all physical contact (keep 2m away). **Wash your hands after every visit.**
- Deliver shopping, medicines or notes to the doorstep / pre-arranged area only. Do not go into the house.
- Isolated people staying at home should not open the door or give their bank card to anyone they do not know and trust. Do not ask them to do so.
- Volunteers may be asked to do other errands, such as dog walking. Please use your discretion, if any request seems unsafe or unreasonable, feel free to decline.
- Co-ordinator's should be contacted if there are any safeguarding concerns, referrals can then be made to social services or the police.

## **Emotional Support**

- You can also volunteer to offer emotional support to isolated people staying at home who may be feeling upset by the lack of contact with friends and family by arranging to stay in touch with them over the telephone.
- Encourage people to discuss their worries about the virus or any other issues and not bottle up their emotions.
- Co-ordinator's should be contacted if there are any safeguarding concerns, referrals can then be made to social services or the police.

Sources: CAVS Carmarthenshire County Council and WcVA.