

VOLUNTEERING CHECKLIST

For organisation providing volunteers:

- Make sure volunteers have a copy of your volunteer handbook and have confirmed that they will comply with this. Apply your existing volunteer, Health & Safety, safeguarding and data protection policies.
 - Volunteers helping with shopping when money is involved and there is need to enter the person's home, it is advisable that they have a current DBS check.
 - Volunteers should provide the client with a form of photo-ID, such as a passport or driving license.
 - Volunteers should be discouraged from giving their personal contact details to individuals they are volunteering for unless they are happy to be contacted direct.
 - Organisations who can, should also provide volunteers with an ID badge. A letter on headed paper might suffice, confirmation that the bearer is a volunteer from your organisation and is an essential service provider authorised to travel during the restrictions.
 - Give the client the volunteers name and gender, and the approximate time they will be arriving.
- If the volunteer is taking the clients bank card or cash in order to purchase shopping (before going to purchase it),
- they should offer to leave their photo ID with the client until they have delivered the shopping.

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For organisation providing volunteers cont'd/.....:

- If an individual provides a volunteer with their bank details or payment cards, they should respect this and treat these details as if they were their own, keeping them safe and don't use them for any other purpose other than that specified. It is preferable that the client has pre-paid for the food order and the volunteer just collects it, but sometimes this may not always be possible.
- Inform the client what form of identification the volunteer will provide and tell them that the volunteer will offer to leave this with them until they have delivered the shopping.
- Volunteers must collect and provide the user with a receipt - where possible, the receipt should be photographed by the volunteer.
- Volunteers should respect the privacy of the client they are supporting, especially if they have a medical condition for which medical supplies are collected.
- Remember that the individuals that volunteers are working with are 'vulnerable', and this in itself is sensitive information.
- Ask the volunteer and the client to confirm that all went well by making a call back to the organisation.
- Keep a clear record - the client and the volunteer, the transaction and confirmation that both parties have reported that it is all well.