



Coronavirus (COVID-19): Information and Advice for Independent Age Volunteers

As you will all no doubt be aware guidance and restrictions relating to the Coronavirus continue to change and we wanted to provide you with as much clarity as possible to ensure that you feel safe in your roles and are able to follow the National guidance relevant to you.

For details on the National guidance applicable to you please follow the relevant link below:

- <https://www.gov.uk/coronavirus>
- [Guidance for Wales](#)
- [Guidance for Scotland](#)

We all want what is best for the older people you support and for you as volunteers. Given the current national guidelines we believe it would be the right approach for you to:

- ✓ Continue to call those you support by phone every week to check how they are and keep the contact going but still do not visit the homes of the people you are in contact with
- ✓ Although not an expectation of your current volunteering role at Independent Age if you are dropping shopping or essentials off for people do not enter their homes or exchange cash
- ✓ Continue to follow the government guidance on the use of [PPE](#)
- ✓ Check that those you call have access to food and any medication that they need.

If you have any questions at all then please get in touch with your Wellbeing Project Officer as they will be able to offer you specific guidance about supporting the older person with whom you have contact.

- If you cannot contact your Wellbeing Project Officer, please leave a message on the volunteer line on **0207 605 4255** and this will be passed on to the relevant Wellbeing Project Officer
- If you are contacting an older person outside of normal working hours (9am to 5pm from Monday – Friday) and are sufficiently concerned that you need to report a safeguarding issue, please call **0207 605 4455**. This number is operational from 9am to 9pm Monday to Friday and 9am to 9pm on weekends
- Please look after your own health and wellbeing, by following the guidance as it applies to you and ensuring that you keep in contact with your Independent Age contact.

Kelly Butler – Head of Volunteer Transformation - November 2020