

COVID-19 Vaccination Program – Volunteers’ Induction, agreement and confirmation

Thank you for stepping up to help in these extremely strange and challenging times. To ensure we all remain safe, compliant, and indemnified from an insurance and health & safety point of view, it is necessary to ask you to complete this induction process before making your application.

At the end of this short training document and information note you will be asked to certify that you have completed all the online reading below as required to take up this volunteering role and that you have read and will comply with the volunteer agreement, also in this document.

3 tasks to complete, all in this document:

1. Read the Health and Safety briefs
2. Read the volunteer agreement
3. Click to confirm you have read, understood and agree.

Thank you again for volunteering. Every individual contribution matters

Health & Safety Knowledge.

Please read the 3 Health and Safety info-sheets below. There is no assessment.

We must keep on protecting each other.



HANDS



FACE



SPACE

Your **infection control responsibilities** as a volunteer.

- With the exception of your duties as a volunteer during your shifts, you are expected to comply with **all** national lockdown restrictions



Hands. Ensure you wash your hand as regularly as possible. Use the hand sanitiser available on site regularly



Face. Face coverings are mandatory for all volunteers. These must be proper nose and mouth face masks. They should not be visors or clear plastic shields



Space. Where possible please maintain a minimum of 2m social distance between yourself and all others; patients, staff, volunteers. In some cases this will not always be possible



The general public. You must remind and request all members of the public to adhere to these same infection control measures at all times whilst on the vaccination site. Volunteers have no direct powers of enforcement over other citizens and any issue should be raised to the site managers if it is unresolvable.

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HANDS

FACE

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Your **fire prevention and safety responsibilities** as a volunteer.



In all instances of fire at a vaccination site the Devon and Somerset Fire and Rescue Service will be called

The physical safety of all volunteers, staff and patients is the first and highest concern.

- Immediately inform site leaders of any fire risks or actual outbreak of fire
- Report all spillages of fuels/oils/petrol
- Understand the location of all fire exits from building and nearest exit from the site
- Familiarise yourself (via the daily start-briefing) with the location of fire extinguishers
- On outbreak of fire, immediately move those nearest you to the nearest safe exit point
- Enforce a no smoking policy on site (including in cars)
- In the event of fire, leave the site, do not return to it until the Fire Brigade have permitted you to do so

Remain vigilant- raise concerns- know the exits

We must keep on protecting each other.



HANDS

FACE

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Safeguarding is everybody's business.

Safeguarding means protecting peoples' health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. It is a key part of providing high-quality health and social care. Those most in need of protection include: children, young people and vulnerable adults.

Your **safeguarding responsibilities** as a volunteer

- Your single greatest responsibility in safeguarding children and vulnerable adults is to **notice and report, without delay**, anything that does not look or feel right
- You must not engage with a specific situation yourself
- There are trained safeguarding healthcare professionals on site at all times.

Some possible signs and indicators of a safeguarding concern. Visible marks e.g. bruises, burns, cuts on body. Inappropriate state of clothes, poor hygiene. Behavior e.g. center of attention, aggressive & bullying, very withdrawn. Evidence of being under the influence of drugs or alcohol. Specific reference to abuse.

Remain vigilant- raise concerns-do not exceed your role

You are not expected to know this information by heart, there are operations managers running the sites and clinical leaders running the vaccinations. **What is important** is

being aware of the key warning signs and more importantly, telling someone if you see something that does not look right.

Identity Check- on the day

Please be aware you will need to bring a form of photo ID with you as these will be checked at the beginning of each shift; A Passport or UK driving licence

Health Assessment – Self Certification Form

The purpose of this assessment is to ensure you are able to fulfil the various duties as a Volunteer Marshal. This self-certification protects everyone onsite; staff, volunteers, visitor and patients.

By clicking the confirmation at the end of this document, you are certifying that the 6 statements below are accurate in your personal case.

1. I certify that **I do not have** any health conditions which may affect my ability to fulfil the duties expected of me as a Volunteer Marshall? (see note for detail)
2. I certify that **I do not have** any health condition which may be affected by or made worse by the post offered? (see note for detail)
3. I certify that **I do not have** any health condition or lifestyle issue which may put me or others at risk at work. (see note for detail)
4. I certify that **I do not require** any adjustments, adaptations or support in order for me to be able to fulfil the duties of the post offered apart from general training and induction?
5. I certify that **I have not worked in**, or returned from West Africa or from any country with Viral Haemorrhagic Fever in the last 21 days? e.g. Ebola

NB: Questions 1- 3 refer to any physical, psychological, mental or emotional health condition or lifestyle issue which may affect you or others and/or may be made worse by the post offered and/or which may require advice, adjustments, adaptations and/or support. Examples are:

A severe allergy, Problems with the skin on your hands or forearms, Neck, back and/or joint pain, Chronic fatigue syndrome, Diabetes, Epilepsy, Mental Health problems, Infectious disease, Alcohol and/or Drug misuse, any on-going/ long term condition / surgery for which you may require further treatment, Internal devices e.g. pacemakers, internal defibrillator, A contamination incident (blood, splash or bite) for which you are being treated or have been recently cleared.

Any of the above may not exclude you from volunteering although we will need to speak with you so we are able to assess what adjustments we may reasonably make to ensure your safety and that of your colleagues on site.



Volunteer Agreement for Covid-19 Vaccination Programme

Thank you for offering to provide your services as a volunteer marshall to assist with the national Covid-19 Vaccination Programme.

The Trust identified above is the Lead Provider locally supporting the national Covid-19 Vaccination Programme and covers the whole of Devon including the mass vaccination sites in Exeter and Plymouth. **This letter sets out our expectations on you as a volunteer participating in the national Covid-19 Vaccination Programme.**

1. Volunteer role

Your duties as a volunteer marshall are set out in the volunteer role description provided to you by your voluntary body or online.

You will be notified of available volunteer shifts in advance, and where you have committed to undertaking a particular volunteer shift, it is important that you notify your voluntary body as soon as possible if, for any reason, you become unable to perform that shift.

You are expected to perform your role to the best of your ability and to follow the procedures and standards, including health and safety, infection prevention and control and equal opportunities in place with the Lead Provider, and any other procedures operated by the vaccination site to which you are deployed as are notified to you as part of your orientation with the vaccination site provider.

You will comply with our data protection policy and patient confidentiality policies and procedures as notified to you on your initial on-boarding with us as the Lead Provider. You acknowledge that as the Lead Provider we will process certain information about you, including information shared by your voluntary body.

2. Induction and training

Location-specific orientation and induction will be provided for each local vaccination site you volunteer to support.

You will be asked to report to the shift team leader at the local vaccination site where you have volunteered, and any concerns should be raised with them in the first instance.

You will have completed the Health and Safety knowledge element by reading the information in this note on Infection Prevention, Fire Safety and Adult/Child Safeguarding and confirming by clicking the link below.

3. Insurance

We, as the Lead Provider will provide adequate insurance cover for your activities as a volunteer marshall while you are undertaking voluntary work approved and authorised under the national volunteer scheme, providing that you

are complying with any instructions given at the local vaccination site. This does not include personal accident cover.

4. Confidentiality

You are expected to keep all information about the programme confidential, and not to discuss or disclose any aspect of your volunteering experience with any other person at any time.

In the course of undertaking voluntary work as part of the Covid-19 Vaccination Programme, you may have access to confidential information relating to us, as the Lead Provider, the vaccination provider delivering the vaccination site where you have been deployed, as well as information about staff and patients working or attending the vaccination site.

You are asked not to make any public statements or comments about your volunteering role, or the procedures and practices in place as part of the Covid-19 Vaccination Programme, given the sensitive nature of your role and the programme. You are not permitted to take photographs or video recordings during your volunteer shift.

These restrictions are to protect patients and ensure the smooth and efficient running of the sites, but are not designed to prevent you from disclosing confidential information where it is required by law.

5. Status

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of the Lead Provider, or any local vaccination provider with whom you are deployed. Neither of us intends any employment relationship to be created either now or at any time in the future.

Supporting people with a learning disability and autistic people to get the COVID-19 vaccination

Top tips for volunteers

As a volunteer, you may be the first person somebody arriving for their vaccination will meet, so be mindful that the environment and the personal protective equipment you are wearing may cause the person stress and anxiety.

Smile, even if you have a face mask on, as this will still come through to the person.

Use plain English, avoid use of jargon, speak slowly and clearly, be calm as well as patient.

Please don't assume that someone is unable to communicate. Check with the person and/or their carer.

Remember to ask what would help the person and be as flexible, understanding and as accommodating as possible.



Remember!

Talk to the person in a kind and friendly way. Be patient and help them to feel in control.

Top tips:

- ✓ The person may need someone to accompany them so they know where to go
- ✓ Where possible let the person know approximately how long they may have to wait
- ✓ The person may prefer to wait in their car and be called in or texted, only when the team are ready to give them their vaccination
- ✓ The person may prefer having their vaccination in their car, if possible
- ✓ Provide a less brightly lit space where possible
- ✓ If you are asked a question and you don't know the answer, please don't be afraid to admit this and say you will find out from someone who does

Further resources useful to volunteers

NHS reasonable adjustment guide for staff supporting people with a learning disability, autism or both

<https://www.england.nhs.uk/learning-disabilities/improving-health/reasonable-adjustments/>

[NHS England and NHS improvement advice on using the right words](#)

[Autism fact sheets](#) (short resource developed for NHS volunteer responders)

[Learning disability fact sheets](#) (short resource developed for NHS volunteer responders)

PHE vaccination leaflet easy-read <https://www.gov.uk/government/publications/covid-19-vaccination-easy-read-resources>.

Guidance on Mental Capacity Act

<https://www.gov.uk/government/publications/coronavirus-covid-19-looking-after-people-who-lack-mental-capacity/the-mental-capacity-act-2005-mca-and-deprivation-of-liberty-safeguards-dols-during-the-coronavirus-covid-19-pandemic-additional-guidancea#best-interest-decisions>

MENCAP Treat me Well Campaign (<https://www.mencap.org.uk/get-involved/campaign-mencap/treat-me-well>).

MENCAP Equality Act easy read PDF

<https://www.mencap.org.uk/sites/default/files/2018-02/Equality%20Act%20-%20Easy%20Read.pdf>.

NICE clinical guide for frontline staff to support the management of patients with a learning disability, autism or both during the coronavirus pandemic

<https://www.nice.org.uk/Media/Default/about/COVID-19/Specialty-guides/learning-disability-autism-during-pandemic.pdf>.

CLICK BELOW TO PROCEED.

[I have read and understood this document and agree to adhere to the content. Take me to the final stage of my application.](#)

