



COMMUNITY HUB

BOXFORD EDWARDSTONE GROTON

Volunteer Code of Practice & Confidentiality Agreement

Title of the role: Community Hub Covid-19 Emergency Response Volunteer

Objectives: Support residents of Boxford, Edwardstone and Groton in self-isolation

Tasks agreed: Volunteers can help with shopping, delivering prescriptions, checking in with people by telephone, putting together care packs, dog walking, cooking meals (not delivering them), online well-being support such as virtual book clubs, exercise clubs, craft clubs, singing clubs, small-scale gardening etc.

The name of the person to contact: Ward Baker 07395 914959
BoxfordCommunityHub@gmail.com

Expectation of behaviour:

- 1) To perform my volunteering role to the best of my ability.
- 2) To follow The Hub's procedures and standards, including health and safety procedures.
- 3) To keep confidential the personal information of those who I become involved with.
- 4) To meet the time commitments and standards undertaken, other than in exceptional circumstances. Providing reasonable notice so that alternative arrangement can be made, if I am unable to meet the agreed commitment.

This agreement is binding in honour only; it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. NEITHER OF US INTENDS ANY EMPLOYMENT RELATIONSHIP TO BE CREATED EITHER NOW OR AT ANY TIME IN THE FUTURE.

Confidentiality Agreement for Volunteers

In the course of your associated role with The Hub, you may have access to, see or hear, confidential information concerning personal affairs of Clients or Volunteers. Unless acting on the instructions of an authorised person within The Hub, on no account should such information be divulged or discussed except in the performance of your normal duties. This is a requirement of the General Data Protection Regulation (GDPR) effective 25/05/2018, which is also reflected in the Boxford Community Hub Privacy Statement.

You must ensure that all records, including computer screens and computer printouts of any Clients or Volunteers, are never left in such a manner that unauthorised persons can obtain access to them. Computer screens must always be cleared when left unattended and you must ensure you log out of computer systems and relevant online accounts.

Confidential or sensitive information relating to an individual may be divulged where there is a risk of danger to the individual, a volunteer, or the public at large, or where it is against the law to withhold it. In these circumstances, information may be divulged to external agencies e.g. police or social services on a need to know basis.