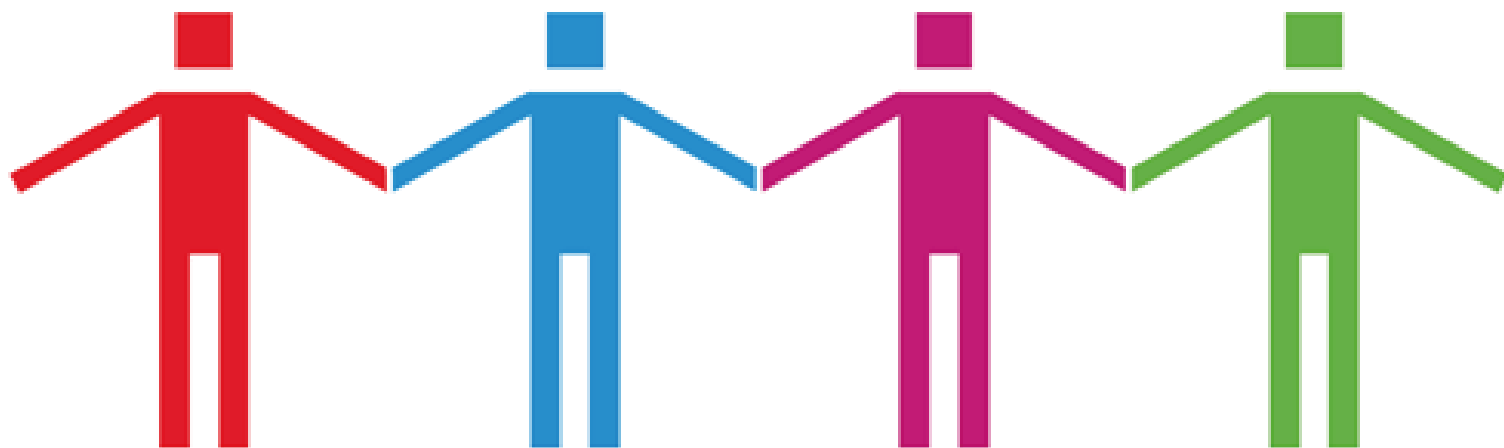


# Volunteers Handbook

A Guide to Volunteering at the Trust during  
the Response and Recovery from COVID-19  
2020



## Contents

1.	Introduction	Page 3
2.	Volunteers Office	Page 3
3.	Useful Numbers	Page 3
4.	Hospital Zones	Page 4
5.	Using Personal Protective Protective Equipment (PPE)	Page 5
6.	Hand Hygiene	Page 9
7.	Who's Who?	Page 10
8.	Volunteering Uniform	Page 11
9.	Public Transport and Cycling	Page 12
10.	Car Parking	Page 12
11.	COVID-19 Testing for Volunteers	Page 13
12.	Antibody Testing for Volunteers	Page 13
13.	Fire Safety	Page 15
14.	Raising Concerns and Safeguarding	Page 16
16.	Information Governance and Confidentiality	Page 17

## Introduction

Thank you for dedicating your time to the hospital, patients and staff during these difficult times. We welcome your support to help deliver a high standard of support and care at our hospitals.

## The Volunteers Office

The Volunteer Team is here to support you prior to and during your placement. You will be contacted by the team on a regular basis with requests for support and our bi-weekly update, which contains pertinent information concerning your placements.

Please read the information carefully and contact the team if you have any queries.



## Useful Numbers

There is a lot of information contained in this handbook, if you have any questions, queries or are unsure about what to do, please ask a member of staff or the Volunteer Team.

**Volunteers office:** 01743 261473

**Telford Hospital switchboard:** 01952 641222

**Shrewsbury Hospital switchboard:** 01743 261000

**Cardiac Arrest / Security / Fire: extension:** 3333

## Hospital Zones

The hospitals use a traffic light system for clinical areas, these are divided into three sections: green (no direct care), amber (direct care) and red (Aerosol Generating Procedure zones). There are different guidelines for each area, with which you need to familiarise yourself.

**Non-clinical zones:** these are public areas such as atriums, offices and staff rooms. These are considered “clean” zones as they are not used for clinical care. You should wear a mask in these areas. Please use the masks provided by the hospital rather than your own. Please make sure to sanitise your hands prior to and after putting on your mask. Social distancing should be maintained at all times.

**Green zones:** these are clinical areas but not giving direct care (not within 2m) e.g. ward areas outside bays or side rooms, including reception areas and nurses stations. Please see below for PPE guidance in green zones.

**Amber zones :** these areas are clinical areas giving ‘direct care’ (within 2m) e.g. entering a ward bay but where there are no Aerosol Generating Procedures (AGPs) being carried out. Please see below for PPE guidance in amber zones.

**Red zones:** these are considered high risk areas, where there are Aerosol Generating Procedures (AGPs) being carried out, and Volunteers should not enter red zone areas. Red zones may include A&E, ICU but also some bays within wards. They are well signposted and you must not enter them. Note: some red zones have non-clinical corridors between the entrance and the staff room where volunteers can go. If you are in any doubt, please ask a member of staff before entering.

## Using Personal Protective Equipment (PPE)

### Non-Clinical Zones

When you arrive at the hospital, please enter via a main entrance and use the masks provided by the hospital rather than your own. Please make sure to sanitise your hands prior to and after putting on your mask.



### Green Zones

When you arrive on the ward or clinical area for your shift:

1. Change your mask when you reach the ward area, you will find a station inside the ward/department entrance.
2. Introduce yourself to the nurse in-charge or to your supervisor in order for them to brief you on any changes, tasks or news. If you are on a ward, you can usually identify the nurse-in-charge as wearing a red armband that says 'nurse-in-charge' and inform him/her how long you plan to be on the ward.
3. Ensure that you practise good hand hygiene and adhere to Trust volunteer uniform policy.
4. No lanyards are to be worn in clinical areas.

For more details on staff uniform, refer to the 'Who's Who' section in this brochure.

## Amber Zones

You will be briefed if the role is within an amber zone. This means that you need to wear appropriate PPE for your safety and for the safety of our staff and patients. Here's what you need to know:

Before your first shift: you will be given some training on how to don (put on) and doff (take off) your PPE. This training will take place during the non-clinical ward-based training session or by the local manager. The Volunteer Team will organise your training prior to you starting your placement, you **MUST NOT** begin volunteering before receiving this training.

If you are unsure about whether you have received the relevant training please talk to your ward/department manager or a member of the volunteer team.



## When going within 2 metres of a patient

If your role requires you to engage in close proximity with patients, you must follow the following guidance:

1. Put on apron and gloves. These should be changed between patients. Hands must be washed with soap and water after removal of gloves. You must change gloves after patient contact. You can keep your mask on unless you have touched the front of it with your hands or if a patient has touched it; then you should change it.
2. Volunteers should not go into side rooms. As a volunteer, you should not be asked to go into a side room, however, if you are, please decline. Volunteers are only permitted to support 'low-risk COVID-19' wards. Volunteers are not permitted in areas where there are suspected or confirmed cases of COVID-19. Always check with the nurses' station or your local manager prior to beginning your shift.



## When you leave the ward or clinical department for a break or at the end of your shift:

Take off all PPE in the correct order as instructed and wash your hands thoroughly. Always dispose of any PPE into orange Clinical Waste bins only.

## Boundaries (where you cannot support or what you cannot do)



- No clinical care of patients
- No clinical advice to patients
- No heavy cleaning duties or disposing of bodily fluids, dressings or sharps
- No lifting of heavy equipment
- No personal care (e.g. toileting or getting patients changed)
- Please do not assist patients with eating and drinking if you have not had the relevant training, a member of the volunteer team will be able to organise this training for you, so please contact them if you would like to support our patients with food and drink.
- No entering side rooms on the wards
- No entering red zones
- No personal contact outside hospitals with patients, no exchange of details, social media etc.
- Do not adjust patients beds at any time – this includes moving them, putting the guard rails up or down, or using any of the buttons - patient's beds are a tool of clinical care. Therefore their adjustment is part of clinical treatment; for example, a patient is put at a particular angle after they have had a bowel operation, or a patient's guard rails are put up if a patient is a falls risk or is disorientated. If you feel a patient's bed needs adjusting (or if they ask you to), always ask a staff member to do it.
- Remember that when you are wearing a blue t-shirt you are a representative of the Trust. If you have concerns about the quality of care do not air them with a patient but raise them with the staff team. Also, do not get involved with "political" conversations with patients whereby you venture an opinion on the government or various political parties.



## Hand Hygiene

Good hand hygiene is essential. Please familiarise yourself with the location of the sinks and hand gel dispensers. This will ensure that you are practising good hand hygiene. The main times you should wash your hands are:

Before patient contact, after patient contact, after contact with any patient surroundings, if you have been exposed to bodily fluids, after wearing gloves, before and after eating, before and after using the toilet, before and after your shift, regularly during your shift



## Who's Who?

You can tell different staff members apart by their uniforms. However, at this time there might be more staff members in scrubs so you cannot always know their role from their uniforms. Below are some (but not all) uniforms used within the Trust.



## Volunteering Uniform

It is really important that, as a Volunteer, you are identifiable in our hospitals. We expect all volunteers to wear a volunteer polo top, this helps our patients, visitors and staff to identify you as part of our organisation. You can collect polo shirts from the Shropshire Education & Conference Centre (SECC) at RSH or the Education Centre at PRH. Please ensure you are wearing a volunteer uniform whilst on your shift. If you require a second polo shirt or a different size, please contact the Volunteer Team.

When you are in a clinical area you should be bare below the elbow, removing any wrist watches etc. Also ensure you wear closed-toe shoes without high heels to protect you against spillages and tripping.

- It is expected that all volunteers adhere to Trust Uniform Policy - all volunteers must present themselves professionally; wear correct ID badges (if assigned), and their designated uniforms
- No jewellery is to be worn except for small studs and wedding bands with no stone details - for infection control reasons, no engagement rings with stones are to be worn
- Acrylic nails or nail polish are not permitted for infection control reasons
- Long hair must be tied up and off your collar

You need to wear your blue volunteering polo shirt throughout your shift. For safety and hygiene reasons please ensure you do the following:

- Do not wear your t-shirt or ID badge anywhere other than the hospital. Only change into and out of your t-shirt at the hospital.
- When you have finished your volunteering shift, change out of your t-shirt, put it in a plastic bag and wash it at home. You should wash it at 60 degrees or alternatively wash it at 40 degree then iron it.
- You should have one volunteering t-shirt for every two shifts that you do per week – to ensure you have enough.



## Public Transport and Cycling to the Hospitals

Please stay up to date with the latest public transport advice. We encourage all volunteers to carefully consider how they travel to and from the Trust. Consider walking or cycling, if possible. If you must use public transport then make an effort to avoid busy routes and times. We can adjust your volunteering times if it enables you to travel at quieter times, please talk to us about that.

If you are riding your bike, we strongly recommend that you lock it up securely.

## Car Parking

Volunteers will be asked to complete the free car parking permit form during the application process. Once completed, you must park within the designated staff parking areas only. The Trust will not refund the cost of parking in other areas of the hospital grounds or reimburse the cost of parking fines. You should only use your parking permit for volunteering purposes. Please contact the Volunteers Office if you change your car registration, as we will need to notify car parking of any changes.

All ID badges, parking permits and uniform items must be returned to the Volunteers Office once you have ceased volunteering.



## COVID-19 Testing for Volunteers

Testing is available to any volunteer who develops COVID-19 like symptoms (a new continuous cough and/or a high temperature and/or a loss of, or change in, your normal sense of taste or smell). There are two pathways depending on where and when you become unwell;

- **At home:** If you (or someone you live with) develop symptoms whilst you are at home then it essential that you do not come to the hospital. To order a test, visit the government website <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>. Furthermore, please contact [sath.members@nhs.net](mailto:sath.members@nhs.net) with the subject "COVID-19 symptoms" or call 01743 492256/ 01743 261118 to make us aware.
- **On shift:** If you become unwell with COVID-like symptoms during your volunteering shift, please inform your supervisor and return home. Please also contact

## Antibody Testing for Volunteers

### What is an antibody test?

An antibody test can tell someone whether they have had the virus that causes COVID-19 in the past, by analysing a blood sample.

### What do antibody test results mean?

A positive antibody test demonstrates that someone has developed antibodies to the virus. The presence of antibodies signals that the body has staged an immune response to the virus. COVID-19 is a new disease, and our understanding of the body's immune response to it is limited. We do not know, for example, how long an antibody response lasts, nor whether having antibodies means you can't transmit the virus to others.

Our understanding of the virus will grow as new scientific evidence and studies emerge. An antibody test result can only tell an individual whether or not they have had the virus in the past. Antibody tests are also being used currently in surveillance studies, to understand what proportion of the population have already had the virus.



### **If you test positive for antibodies, can you ignore lockdown restrictions?**

No. There is no evidence yet to suggest that those who have been proven to have had the virus are immune. This is the position of the World Health Organisation.

You should continue to comply with social distancing measures and government guidelines. All infection prevention and control measures must continue to be in place irrespective of the presence of antibodies.

### **How will I be informed of the result?**

Communication of the result is the responsibility of the Trust and will be via the email address you supplied upon booking your appointment. Your GP will receive a copy of your result.

### **How will my information be used?**

The anonymised results across the testing programme will provide information on the prevalence of COVID-19 in different regions of the country and help better understand how the disease spreads.

### **Are there any risks to having the test?**

There are some risks related to having a blood test, such as feeling dizzy and faint during and after the test but nothing specific to this antibody test. Risks can also include bruising at the venepuncture site. Serious complications such as an infection at the site where blood was taken and phlebitis (swelling of the vein) are possible but generally extremely unlikely.

### **How to book your test**

- Call the booking line on 01743 497015.
- The line is open for individual bookings between 9am and 4pm, Monday to Friday. If it is busy you will be asked to call back.
- When booking you will need to say which team you work for (Volunteers), provide a contact telephone number and the email address where you would like your result to be sent.

If you have not received your results with 72 hours of your test, please contact the booking line so they can help you.

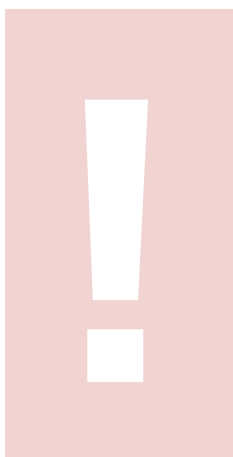
## Fire Safety

Remember that the hospital has a staged fire alarm system that will sound throughout the site, signifying that activation has taken place:

- A continuous sound – stage 1 alarm – will only sound within the affected area.
- An intermittent sound – stage 2 alarm – will sound in all areas of the hospital other than that of the affected area.

When a staged 1 alarm sounds, make your way to the nearest exit. Please do not collect your belongings. Instead, follow instructions from the ward staff as required. Under no circumstances should a volunteer get involved in evacuation procedures, unless they are asked by a member of staff to support on a specific task.

During the evacuation, you are required to follow the team of the area where you were located on the time of the alarm sounding. This is important as there will be a fire-procedure whereby the area staff will identify if everybody from the evacuated area is present in the new location.



### If you discover a fire:

- Operate the nearest manual fire call point.
- Call 3333 to report a fire to Switchboard.
- Ensure the safety of persons in the area.
- Only attempt to use fire extinguishers if safe and you are trained to do so.

**The alarm is routed directly to a call handling centre, which automatically calls the fire service.**

## Raising Concerns and Safeguarding

Prior to starting your voluntary placement, you must complete your mandatory training that covers the safeguarding of children and vulnerable adults. If you do have any concerns whilst on your voluntary placement, please escalate these to a senior member of staff immediately. The Volunteer Team is here to support you with any issues, please call us or email us.

Everyone has a responsibility to protect children and adults at risk from abuse and neglect. This is called safeguarding. **IMPORTANT:** never promise to keep a secret. You may need to pass on important pieces of information to Trust staff. Safeguarding can also be viewed as protecting yourself, as a volunteer, from risk and allegations. There are a number ways in which you can do this:

- Always ensure you are wearing your blue volunteer polo shirt.
- Always volunteer in an open environment with others around.
- Operate within the boundaries of your role. Remember; you should be friendly to patients but you are not their friend.
- Remember to respect the personal space of others.
- Do not adopt a hostile body language e.g. arms crossed, standing square to a patient or visitor.





## Information Governance and Confidentiality

As a volunteer, you must, at all times, be aware of the importance of maintaining the confidentiality of information gained during the course of your volunteering placement. This will, in many cases, include access to personal information relating to service users / patients. Volunteers must treat all information in a discreet and confidential manner and particular attention is drawn to the following:

- Any personally identifiable information regarding patients must not be disclosed either verbally or in writing to any unauthorised persons.
- Written records, computer records and correspondence in relation to any aspect of the Trust must be kept securely at all times.
- If it is necessary to share information in order to effectively carry out your role, volunteers must make sure that as far as is reasonably possible this information will be exchanged on a strictly 'need to know' basis, using the minimum that is required and be used only for the purpose for which the information was given.
- Do not make written notes of patients. You can easily forget to dispose of them and keep them on your person when you leave the hospital. This is a data breach.
- If you feel you may have compromised a patient's confidentiality please immediately report it to a member of the Volunteer Team.



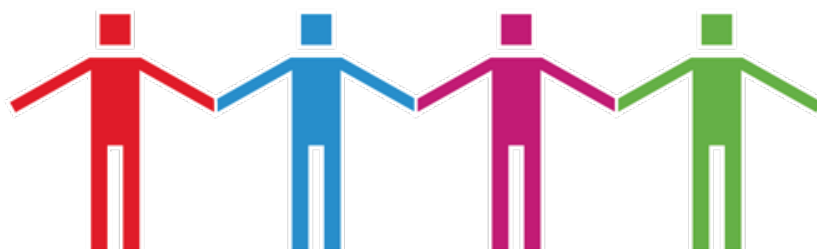
**The Volunteers Team consists of 3 key members:****Hannah Roy** - Head of Public Engagement**Rachel Higgins** - Public Participation Facilitators**Poppy Horrocks** - Public Participation Facilitators

Volunteers make a real difference to our patients' experience whilst in the hospital and the team always welcome new volunteers to our thriving volunteer community.

**The Volunteers Team can be contacted using  
the contact details below:**

SaTH Volunteers  
Flat 2 Stretton House  
Shrewsbury  
Shropshire  
SY3 8XQ

T: 01743 261473 / 261118  
E: [sath.members@nhs.net](mailto:sath.members@nhs.net)  
W: [www.sath.nhs.uk](http://www.sath.nhs.uk)



**The Royal Shrewsbury Hospital**  
T: 01743 261000  
Mytton Oak Rd  
Shrewsbury  
SY3 8XQ

**The Princess Royal Hospital**  
T: 01952 641222  
Apley Castle  
Telford  
TF1 6TF