

Coronavirus Q&A – volunteering

Q Can I do voluntary work under the new stay-at-home rules?

Yes, you can – the new rules allow you to go out to provide care or help to a vulnerable person, including emergency help. This includes getting food and medicines for them.

But it is really important you do not put yourself or the person you are caring for at risk. You should always observe the 2m rule and strict handwashing guidance.

Anyone who has symptoms or is self-isolating should stay at home – but they can still volunteer by taking part in home-based phone or social media befriending schemes. People in at risk groups – people who are over-70, pregnant or have an underlying condition – should also stay at home but can also take part in home-based phone or social media befriending schemes.

There many opportunities to volunteer while you are staying at home. Many County Voluntary Councils and volunteer groups are looking for people to befriend people over the phone through a regular phone call.

Please visit www.volunteering-wales.net

Q How do I protect myself and others while I'm volunteering?

You should only volunteer if you're feeling well and do not have any symptoms of coronavirus (a high temperature and a new and persistent cough).

No one should be put under pressure to volunteer and you shouldn't volunteer if you're in an at-risk group – over 70, pregnant, or have a pre-existing health condition – or if you have received a letter asking you to take shielding measures because you are extremely vulnerable to serious illness if exposed to coronavirus.

If you are able to volunteer to deliver shopping or medicines to a friend or a neighbour please do not put yourself or the person you are caring for at risk. You should always observe the 2m rule and strict handwashing guidance.

Wales Council for Voluntary Action has a helpful guide Community response to Covid-19 – enabling safe and effective practice on its website: www.wcva.cymru

More help and advice is available at www.gov.wales/safe-help

Further information about staying away from others is at <https://gov.wales/staying-home-and-away-others-guidance>

Q Can I volunteer if I'm self-isolating or staying at home?

Not all volunteering opportunities involve going outside. One of the most important things you can do during the coronavirus pandemic is to stay in touch with other people.

While you are staying at home, you can help people by volunteering to make calls, either over the phone or via social media. A 'hello' or check-in over the phone can be really important, but please stay safe on social media.

There are many opportunities to volunteer while staying at home. Many County Voluntary Councils and volunteer groups are looking for people to befriend vulnerable people who feel isolated over the phone through a regular phone call. You can also help by coordinating volunteers who want to be a telephone befriender.

More information is available at www.volunteering-wales.net

Q I'm in an at risk group and don't have any family to help me. Can I get help from a volunteer?

If your friends or neighbours aren't able to help, please contact your local volunteer centre (County Voluntary Council) for help and advice. Contact details are available [here](#).

Q My organisation needs volunteers, what should I do?

If you need volunteers to help with coronavirus-related response, you can register through [Volunteering Wales](#) and start adding and offering your own opportunities.

Contact your local county voluntary council (CVC) for support and guidance about organising volunteer activities.

Q Is the Welsh Government providing extra support for volunteers during the pandemic?

The Welsh Government has announced a fund of £24m to support Wales' voluntary sector in response to the coronavirus pandemic.

The Welsh Government Third Sector Covid-19 Response Fund will support volunteers and groups, which coordinate volunteer action across Wales. This includes additional support for your local volunteer centre (County Voluntary Council).

The funding will provide immediate support for Wales' most vulnerable and help coordinate the thousands of volunteers who want to help others during the current crisis.

A further £15m will ensure people in Wales who are not able to leave their homes are able to get direct deliveries of food and other essential items to their door. There are approximately 75,000 people in Wales identified as being at very high risk of severe illness from coronavirus.

Q Does Wales have enough volunteers?

We have been overwhelmed by the generosity of the people from across Wales who want to support the NHS, their local services and their communities during this very difficult time.

People have been offering their time to help others and businesses have been offering their company resources, buildings and even entire production lines to support Wales' response to the coronavirus pandemic.

Since March 1, more than 3,760 new volunteers have signed up via the County Voluntary Council (CVC) websites and thousands of people are visiting the [Volunteering Wales](#) website every day to enquire about volunteering opportunities.

We welcome everyone's help and support.

Q How can I volunteer?

You can register as a volunteer through the [Volunteering Wales](#) website.

Volunteers should expect there to be some kind of application process and may be asked to sign up to a code of conduct by the organisation.

Q What if I need to use my own car?

In most circumstances, out-of-pocket mileage expenses will be refunded but this will depend on what volunteer work you are doing.

Q What are the restrictions on volunteering?

Some volunteer roles may require a background check. Other roles may require an enhanced DBS check – where these checks are needed, they should be clearly identified.