

North Town

C O M M U N I T Y
S U P P O R T G R O U P



Health and Safety Policy

NTCS will do everything we reasonably can to ensure the safety of service users and volunteers. We are a hyper-local group providing hyper-local services so this minimises general risk to some extent. We know the area we are working in and are aware of general risks while out and about.

During the Coronavirus crisis we have specific measures in place to minimise risk of transmission, for example:-

- Guidelines on shopping, prescriptions, dog walking include specific hygiene rules (washing hands regularly, keeping a distance of 2m from people not part of your own household, not going into other people's homes unless a Co-ordinator has risk-assessed and approved it).
- Although we have no access to proper 'PPE' we provide volunteers with reusable fabric masks and gloves/hand sanitiser to help protect them and those they are helping.
- We do not allow people to volunteer if they are at high risk of developing serious symptoms from coronavirus.
- We make it clear to volunteers that they must not undertake volunteering outside the home if they become unwell and especially if they develop symptoms consistent with COVID 19 (they should let us know and we can allocate another volunteer to pick up their assignments).
- We now log accidents volunteers have in course of their work and will advise on seeking medical treatment for injuries.
- We strongly encourage volunteers to look after their own mental and physical wellbeing first and try to ensure they feel comfortable saying when something is too much or they need to cut down or have a break.

Volunteers know that the network of support is there for them when they need emotional or practical help.

We will be developing this policy as we grow and evolve as a support group and add new services to our portfolio.

We are currently looking into public liability insurance for the group.

V1 21 May 2020