



Digital Befriending Guidelines for Volunteers

Do

- ✓ Respect and maintain appropriate boundaries
- ✓ Respect cultural differences and expectations of the young person and their family
- ✓ Report any concerns to a member of SVC staff
- ✓ Befriend in appropriate setting, not in bed or bath
- ✓ Have fun!

Don't

- ✗ Use inappropriate language
- ✗ Disclose detailed personal information e.g. personal/romantic relationships
- ✗ Offer any advice, especially regarding COVID-19
- ✗ Let your beneficiary down.
Please stick to your commitments!



Cyfrannu ychydig, Cyflawni llawer!
Give a little, Gain a lot!

Digital Befriending Guidelines for Volunteers



- When introducing yourself to a beneficiary, please ensure that you outline that you are an SVC volunteer and agree the kind of befriending you will be doing e.g. video call and the kind of topics you will discuss.
- Please report any concerns to SVC.

- For safeguarding purposes, please ensure that participants (volunteer and beneficiary) are in a communal area e.g. living room, or that doors are kept open in private rooms e.g. bedroom. It is important that participants follow guidelines and conversation topics.



- Organise how often you will speak, whether it's daily, every few days, weekly. It helps to brighten someone's day, but please stick to the times agreed.
- For phone calls: preferably use SVC's Twilio platform to ring the beneficiary (See Twilio guidelines below)
 - If contacting a beneficiary's mobile phone using your personal phone remember the option to hide caller ID (enter '141' before entering the beneficiary's mobile number in order to withhold your number)
- For video calls, preferably use SVC's Jitsi platform (See Jitsi guidelines below)
 - Be aware of what is showing in your background



- Write 'PEN-PAL' on envelope for safeguarding purposes
- Include return name and address in the letter.



- Watch the beneficiary's preferred TV programme or film
- Ensure that you do not watch a film or TV show that has an age restriction above the age of the young person.
- Ensure the entertainment chosen is suitable, appropriate, clean and pleasant.
- Pre-plan with the beneficiary which platform you will use for entertainment and a chat.

- Ensure that what you're cooking/baking is not too complex.
- Maintain vigilance throughout the activity to make sure the young person does not hurt themselves on any equipment.
- Ensure that you take the beneficiary's food allergies into account when choosing what to cook/bake.
- Ensure the beneficiary's ratio of food is appropriate to what their family would like.



- Play a game chosen by the beneficiary
- Ensure the game is free, safe and appropriate in terms of ability
- Ensure the game is appropriate in terms of age. Check the provider's age rating of the game, e.g. PEGI, Apple, Google Play. Do not play a game with an age rating that is above the beneficiary's age.
- It is important that the games do not include sexual content, bad language, public chat rooms, non-age appropriate adverts (E.g. dating, gambling, etc.).

- Delivery name and address to be kept confidential
- Medication to remain sealed, in original box/bag and to be delivered in a timely fashion as agreed
- Volunteers to keep all receipts for reimbursement
- Volunteers to avoid contact with beneficiaries and their families during shopping drop off.



- All volunteers are to ensure that they follow COVID-19 guidelines at all times.
- Click for links to pages - [Government Guidelines](#) and [Public Health Wales Guidelines](#)



Volunteering Opportunities



Video Calls:

Through SVC's secure digital 'Jitsi' platform (details provided below).



Telephone Calls:

Just to check in with the beneficiary for a chat, and be a fresh voice for the individual to chat to. This will be through SVC's 'Twilio' platform.



Online Games:

Multiplayer online gaming/board games, play Charades over video chat, online Karaoke.



Watch a Film (or other simultaneous activities):

Find a film or TV show available to both people for free (e.g. BBC iPlayer) or on a subscription service both people have (e.g. Netflix, Amazon Prime).



Cooking:

Depending on supplies you could video call and make something together. Ideally something easy like a hot chocolate, or a snack. This could be alongside another activity from above.



Pen-Pal Service:

Volunteers to send letters to beneficiaries, and vice versa, with support from the beneficiary's parents/guardians.



Delivering Essentials:

Picking up shopping or medicine for the beneficiary and dropping it to their house.



Important Information:

Once matched to a particular form of befriending and communication, please discuss with SVC before changing to a different mode of communication for safeguarding purposes.



SVC's Phone System (Twilio)

Please follow instructions on phone system

- 1.** Dial 029 2167 5057 to speak to your service user (beneficiary)
- 2.** The names of the service users you are matched with will be read to you. Dial 1# after the name of the service user you want to speak to
- 3.** You will be put through to the family member who's number has been provided to SVC. Introduce yourself as an SVC volunteer and ask to speak to your service user
- 4.** Follow volunteer guidelines and discuss conversation topics outlined
- 5.** Enjoy!



Twilio automatically protects the numbers of volunteers and beneficiaries, and records phone calls for safeguarding purposes. The number that will appear for volunteers and beneficiaries is 029 2167 5057



SVC's Video Call System (Jitsi)

Please follow instructions on Jitsi (DBS
volunteers only)

- 1.** Schedule a video call on SVC's Video Call Calendar
(**only one volunteer can use the system at a time**)
<https://teamup.com/ksuz53z8jx986p2eon>
- 2.** Access Jitsi on Google Chrome browser
<https://video.svcymru.org/>
- 3.** Login as host using your details provided to you by
SVC and start/schedule a meeting. Create a name
for your meeting that is simple and easy for your
beneficiary to access, e.g. '[Your name]'s and
[beneficiary's name]'s meeting
- 4.** Contact the beneficiary's family and provide them
with the link to the video call
- 5.** Enjoy!



Jitsi Meet App - Phone/Tablet

If you are accessing Jitsi on your phone or tablet, please do the following:

- 1.** Download Jitsi Meet app on phone or tablet
- 2.** Click the menu icon
- 3.** Go to settings
- 4.** Set the "Server URL" option to "https://video.svcymru.org"
- 5.** Enter the meeting name on home screen
- 6.** Follow Jitsi guidelines on previous page



Jitsi automatically records video calls for safeguarding purposes



Conversation Topics



Introduction

- Introduce yourself e.g. name, where you're from, what you do etc.
- Explain to the beneficiary that you are a volunteer and outline your befriending role
e.g. that you will call once a week to say hi and see what they are up to
- Ask the beneficiary how they are doing



Hobbies

- What are your hobbies? Why?
- How long have you been doing these hobbies for?



Music

- What types of music do you like / dislike? Why?
- What's your favourite song / album / artist? Why?



TV

- Do you like watching TV?
- What is your favourite TV programme? Why?
- Have you watched any good TV recently?
- Would you like to watch TV together?
(Only if appropriate and they have the required technology)



Films

- Do you like watching films?
- What is your favourite film? Why?
- Have you watched any good films recently?
- Would you like to watch a film together?
(Only if appropriate and they have the required technology)

Conversation Topics



Games

- Do you like playing games?
 - What is your favourite game? Why?
 - Would you like to play a game together?
- (Only if appropriate and they have the required technology)



Sports

- Do you like sports? Why / why not?
- What is your favourite sport? Why?
- Do you play any sports?
- Do you like watching sports?



Food

- What is your favourite food? Why?
 - What food do you dislike? Why?
 - What are you having for food today?
 - What is your favourite restaurant? Why?
 - Would you like to make a snack together?
- (Only if appropriate and they have guidance from support staff where required)









Shopping

- Do you enjoy shopping? Why / why not?
- What is your favourite shop? Why?
- Have you watched any good films recently?



Conversation Topics to Avoid

Please do not do any of the following:

-  Discuss personal/romantic relationships
-  Offer any advice, especially medical advice regarding COVID-19
-  Use inappropriate language
-  Disclose detailed personal information
-  Use inappropriate language
-  Let your beneficiary down.
Please stick to your commitments!

Please contact SVC with any questions or concerns!

Project Coordinator: Johnny Ling - 07776158486



Contact

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Reimbursement

Pen-Pal:

SVC will reimburse volunteers for the cost of stamps, paper and envelopes.

Delivery:

SVC will reimburse volunteers for petrol costs
- £0.45 per mile.

How to claim expenses:

In order to claim back volunteering expenses, please send SVC your bank details including full name, account number and sort code, alongside a picture of your receipt/s.

SVC will reimburse volunteers via bank transfer.

