



# Digital Befriending Guidelines for Staff

Following the COVID-19 pandemic, SVC has ceased all of face-to-face volunteering activities, however, we are now looking at new ways to support our beneficiaries. We are keen to provide our beneficiaries with as much support as possible and try to combat feelings of isolation and loneliness.

SVC are currently offering volunteers to support Innovate Trust Service Users in the following ways:



#### Video Calls:

Google Hangouts, Skype, WhatsApp Video, FaceTime.



#### Telephone Calls:

Just to check in with the beneficiary for a chat, and be a fresh voice for the individual to chat to.



#### 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). You could also make snacks together beforehand.



#### Cooking:

Depending on supplies volunteers and beneficiary 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:

Beneficiaries to send letters to volunteers and/or children and young people from schools with guidance from support staff.



#### Delivering Essentials:

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

Sgiliau a Gwirfoddoli Cymru



Skills & Volunteering Cymru

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- 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.
- All participants to follow guidelines and conversation topics. Please see Service User Guidelines.

- Keep up-to-date with letters that are being sent to beneficiaries.
- Letters from SVC volunteers will have 'Pen-Pal' on the envelope.



- Staff to follow medication training guidelines when dealing with medication delivery.

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



- Volunteers will be using SVC's phone system (Twilio) to call beneficiaries.
- Please make it clear to beneficiaries that 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.
- Please contact SVC with any queries and concerns.



**Cyfrannu ychydig, Cyflawni llawer!**

**Give a little, Gain a lot!**

# SVC's Video System (Jitsi)

## Computer/Laptop



A volunteer will call/email with the link to their video call on Jitsi.  
Please note, Jitsi only works on **Google Chrome**.



The link will begin with -

[www.video.svcymru.org/](http://www.video.svcymru.org/)

## Jitsi Meet App - Phone/Tablet

- 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 meeting name on home screen (volunteer will provide meeting info)



Jitsi automatically records video calls for safeguarding purposes.





## Contact

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