



Digital Befriending Guidelines for Volunteers

Do

- ✓ Respect and maintain appropriate boundaries
- ✓ 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
- ✗ 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



- Many of the beneficiaries live in shared accommodation, so please ask to speak to the beneficiary you have been matched with when calling. A tenant or member of staff might answer the phone
- 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, beneficiaries are required to speak to their volunteer in a communal area, e.g. living room or dining room, so please remind the beneficiary of this.
- If you notice they are in a private room e.g. bedroom, please remind them to keep their door open. If a beneficiary is in the bath, or bed, please ask if they would be happy to move to a communal space, or offer to call back another time that is more convenient for them.



- 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
- New volunteers will use SVC's system (Twilio) for phone calls.

- Write 'PEN-PAL' on envelope for safeguarding purposes
- Include return name and address in the letter
- Please be aware there may be a delayed response and feel free to send a second letter.



- Watch the beneficiary's preferred TV programme or film
- Ensure the entertainment chosen is appropriate, clean and pleasant
- Pre-plan with the beneficiary which platform you will use for entertainment and a chat.

- Play a game chosen by the beneficiary
 - Ensure the game is free, safe and appropriate in terms of age and ability.
- It is important that the games do not include sexual content and bad language.



- 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
- Prescription levels to be monitored.

- 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:

Google Hangouts, Skype, WhatsApp Video, FaceTime (Requires mobile number sharing).



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).



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:

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. Volunteers do not need to get out of their cars when picking up deliveries from Park View Cafe as catering staff will be there to load food into their car boot. Volunteers will be provided with gloves by Park View Staff. These are to be worn when volunteers unload the food parcel/ pick up the food pallet from their car.



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.

Conversation Topics



Introduction

- Introduce yourself e.g. name, where you're from, what you do etc.
- Ask to speak to the beneficiary and 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:

-  Offer any advice, especially medical advice regarding COVID-19
-  Use inappropriate language
-  Disclose detailed personal information.
It's up to volunteers to establish their own personal boundaries.
-  Let your beneficiary down.
Please stick to your commitments!

Please contact SVC with any questions or concerns!



SVC's Phone System (Twilio)

Please follow instructions on phone system

- 1.** Dial [029 2167 5057](tel:02921675057) to speak to service user (beneficiary)
- 2.** Select name of service user (beneficiary) by dialing 1# after their name
- 3.** Ask to speak to beneficiary and introduce yourself as an SVC volunteer
- 4.** Follow volunteer guidelines and discuss conversation topics outlined
- 5.** Email tech@svcymru.org with any technical difficulties and Cc a member of staff.



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 System (Jitsi)

Computer/Laptop

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**.
Please note, Jitsi only works on Google Chrome -
<https://video.svcymru.org/>
- 3.** Start a new meeting, try to create a meeting name that is easy to remember, that is personal to you or your beneficiary, and that can be used every week e.g. Dave's Chat
- 4.** Log in as host (SVC will provide you with login details when requested)
- 5.** Call beneficiary and provide them with video details
- 6.** Email tech@svcymru.org with any technical difficulties and Cc a member of staff.



Jitsi automatically records video calls for safeguarding purposes.





SVC's Video System (Jitsi) - 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 meeting name on home screen
- 6.** Follow Jitsi guidelines on page 8



Jitsi automatically records video calls for safeguarding purposes.





Reimbursement

Pen-Pal:

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

Phone Calls:

If your telephone befriending causes additional costs on your phone bill, SVC will be happy to cover these costs. Please just provide proof of the amount to your SVC staff contact.

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.



Contact

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