



Christmas 2020 Volunteer FAQs – London

I understand that there will be fewer volunteer roles this year – will you still require volunteer support?

In London we will be relying on a much smaller number of very experienced volunteers who have been involved with the project for many years.

We'll still require a small number of volunteers to support our telephone services, online offer, creation and delivery of food parcels and wellbeing packs. As always, we will need volunteers, and their skills and talents to ensure this Crisis at Christmas is a success for our guests.

Are you recruiting volunteers in the same way as before?

The changes needed to run Christmas this year will mean our usual recruitment process will be different. While some roles are likely to be recruited for in the usual way, for many we will be getting in touch directly with our most experienced volunteers initially.

We will still be using the applications system to accept applications and apply for shifts. We'll be in touch when this goes live which will be towards the end of October. We anticipate this being mostly by invitation.

I've tried logging on to the applications system, but I can't get in?

The applications system is not open at the moment, will be in touch when applications open.

My friend/partner/colleague has got a shift can I volunteer with them?

More than ever this year we need to know exactly who is volunteering with us where in order to ensure everyone's safety. We will try to accommodate working with a partner, if they meet the criteria, but we cannot guarantee this.

If Crisis needs fewer volunteers, is there something else I can do to support Crisis at this time?

Yes! There's lots you can still do to support us both at Christmas and with our year-round work. [Visit our volunteer portal](#) to find out more about year-round volunteering opportunities and search for roles. There are also loads of opportunities to support us through fundraising or campaigning work. To find out more, [visit our website](#).

What is your recommendation for volunteers who are older or who have underlying health conditions?

We recommend that in these exceptional circumstances, volunteers over the age of 70, those who are pregnant or who have underlying health conditions do not volunteer for face to face roles. Crisis have a range of alternative roles providing telephone support and digital sessions for our guests. If you're unsure, please consult the [NHS guidelines](#) regarding who might need to be extra careful at this time.

How will you be keeping volunteers safe?

The health and safety of guests, volunteers and staff is paramount, and Crisis will continually review the latest government guidance and implement recommendations. Where volunteers may come into contact with our guests at Christmas, they will be provided with the necessary PPE and recommended social distancing will be enforced. All volunteers will be provided with the appropriate training for their role to ensure they are aware of the safe but supportive approach we will take to engaging with our guests.

Will there still be specific provision for women in London?

Yes – In London, Crisis will still be providing a hotel which is for women only.

Will there be specific provision for people with dependencies (Gate Centre) in London?

We'll be providing support for guests with dependencies across our hotels in London

What have you learnt from the hotels that have already been opened during the pandemic?

We have worked closely with partners who have been delivering this support, so we are aware of the problems and issues they have faced. We are also aware of the success stories of hotel guests finding suitable permanent accommodation.

A number of our senior volunteers have also volunteered in the hotels and we will also be drawing on their experience and understanding.

If you're interested in volunteering this year and have already done any volunteering in hotels during the pandemic, please get in touch by emailing enquiries@crisis.org.uk.

Where are the hotels going to be in London?

We'll not be using schools and colleges for the accommodation offer we run in London this year and will instead be using hotels in order to allow for social distancing.

We won't be giving out the exact location of the hotels at this stage but there will be more information regarding which areas hotels are in when you sign up to volunteer.