



## **Christmas 2020 Volunteer FAQs – Regions and Nations**

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

Absolutely! We'll still require lots 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 in places. 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 in the usual way. We'll be in touch when this goes live which will be towards the end of October.

### **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, so if you'd like to volunteer with someone make sure you sign up via the applications system.

If you'd like to volunteer at the same time as someone else who is signed up you can get in touch to let us know and we will accommodate this where possible, but cannot make any guarantees.

### **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 UK guidelines](#) regarding who might need to be extra careful at this time. Additional guidance is also available from the [Scottish](#) and [Welsh](#) Governments.

### **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.