

What is the activity?	What are the hazards, risks and consequences?	Who's at risk	How can you reduce risk
<p>Volunteer chatting on the phone with isolated person</p>	<p>Safeguarding risk for vulnerable adults</p> <p>Risk of stress/ distress for volunteers.</p> <p>Risk of strain injury or DVT from sitting in the same position for extended periods</p>	<p>Volunteers and public</p>	<p>Controls or actions you are going to take</p> <ul style="list-style-type: none"> • Volunteers are encouraged to volunteer to provide phone support through a recognised provider that includes training and ongoing support such as https://www.thesilverline.org.uk/get-involved/volunteering/ https://www.independentage.org/get-involved/how-can-i-volunteer/join-our-team-of-telephone-volunteers https://www.ageuk.org.uk/services/befriending-services/sign-up-for-telephone-befriending/ • Volunteers wishing to support a vulnerable person known to them should ensure that they follow the Volunteering Matters safeguarding guidance available on our website • Volunteers to ensure that they have adequate emotional support and an opportunity to debrief with friends/ family after a call and are proactive in seeking support when they feel they need it. • Volunteers to take breaks from phone sessions if they are long or back to back to allow for stress management and physical movement to avoid strain or DVT.

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(Adapted from volunteering matters)

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