

GUIDELINES for people receiving practical assistance from an Amesbury Corona Community Hub Volunteer

Thank you for doing the safe thing and following government and Public Health England advice. We hope that our volunteers will help reduce the difficulty and stress of being isolated.

1. Your volunteer will be given your name and telephone number. You will need to give them your address (if you feel happy to do so).
2. We will have seen at least one form of photo identification for all our volunteers before we match them to someone in isolation
3. In your dealings with all volunteers to KEEP YOU SAFE please ASSUME that they could be carrying the Covid-19 virus; if possible try to handle ANYTHING coming into the house with gloves on
4. Clean all items coming into the house as if you were washing off water soluble paint, then rewash/wipe the surfaces, your hands and dispose/wash any gloves and bags. You can keep yourself informed of the recommendations on the government website (click this [link](https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response)).
5. If you are someone who is considered extremely vulnerable please let your volunteer know BEFORE they start helping you, there are stricter guidelines for your safety that we can give to your volunteer.
6. Your safety is important to us, but it is your responsibility.
7. Our volunteers are there to support you with essential items. If you have family and friends who are also able to assist you, please ask them to follow these, and Government and Public Health England guidelines, to keep you all safe.
8. Our volunteers should be wearing their Amesbury Corona Community Hub name badge when they see you.
9. If you can ring the shops and pay over the telephone this will reduce the risk of any infection through the exchange of money. We can send a list of businesses that can help you with this.
10. If you need to give your volunteer cash; please put it in a food bag (or similar); the volunteer should return your change and the receipt. Try to avoid handling money and use a cleaning wipe or gloves to handle any money. New notes and coins can be washed and wiped.
11. We recommend you do NOT give your bank card or PIN to ANYONE. If you run out of cash please call your bank, post office or the Amesbury Corona Community Hub for advice, we can help you work out an alternative solution.
12. Some people in isolation have been able to set their volunteer up as a telephone or online banking recipient – you or a family member can them pay them according to the receipts they give you.
13. Volunteers should NOT come into your house and should NOT have any physical contact, try and stay 2m away from each other at all times.
14. Collection of luxury items such as tobacco and alcohol are at the discretion of your volunteer. We do not recommend that volunteers deliver luxury items.
15. Volunteers are asked to not pass on any of your details and asked to please maintain your confidentiality unless they feel there is a risk to health.
16. If you are worried about anything please contact the Hub.
17. Please do NOT ask your volunteer for medical advice, if you need this advice ring your GP, 111 or in a medical emergency 999
18. The Hub will call to check that you are happy with your arrangement.
19. Volunteers may ask you to sign for receipt of the shopping (please use your own pen).

PRESCRIPTIONS/MEDICINES:

* We recommend that only volunteers who have shown DBS certificates and have been given a DBS cleared badge try to collect prescriptions.
* If you have built up a trusting relationship with your volunteer you can give them your D.O.B for them to collect your prescription.
* If your volunteer does not have a badge with DBS on the back please contact the Hub and we can try to help arrange your prescription collection and delivery.
* If your prescriptions are considered high risk by the pharmacy, prescriptions should be collected in pairs and we will try to arrange this through the hub. You may need to give a letter confirming you have given your permission.
* Volunteers will ask you to sign to confirm receipt of your prescription.
* Organisers may contact you to confirm you have received your prescriptions.
* Where prescriptions are delivered volunteers do not advise on doses, preparation or administration of medication. This should only be done by the prescriber.
* Volunteers are ONLY allowed to deliver over the counter medicines in amounts available to purchase in one transaction (16 paracetamol).
* If at all possible, please consider changing your prescriptions to home delivery. If you need help with this please let us know.

Finally, please be mindful that volunteers may be assisting other people as well, please do NOT expect to be provided with a panic delivery service of anything (including prescriptions/medicines).

Please be mindful that shops may only allow volunteers one of any item and that stocks in shops are not consistent so please let them know if you have any specific requirements (dietary or things you would not accept substitutions for).

The ‘Hub’ (Amesbury Corona Community Hub) can be contacted by

Telephone (Mon-Fri 10am-3pm) 01980 622525

Mobile 07521624700

Email: [amesburyhub@gmail.com](mailto:amesburyhub@gmail.com)

Many thanks

The Hub team

If you need this in an alternative format please contact the Hub.