

GUIDELINES for Amesbury Corona Community Hub VOLUNTEERS for assisting a Person/household in Need

Thank you for volunteering to help during the current crisis we know it means a HUGE amount to those in isolation.

Your matched person/people may be self-isolating because of age (>70years) and/or existing medical condition or potential Covid-19 symptoms. We are hoping that once you are matched with them and your details exchanged, that you will keep in touch and become an ongoing support. That would mean that not all requests from this person/household would need to come through the Hub. However - if you find that you are receiving more requests than you can manage PLEASE contact us and we can look at finding an alternative connection or a second volunteer to support as well.

1. We will provide you with your matched persons name and telephone number
2. Please make initial contact by telephone to introduce yourself, they can then provide you with their physical address
3. Before you shop we recommend you check the list and understand if substitutions would be welcomed.
4. In your dealings with all isolated persons please ASSUME that either you or they actually HAVE the Covid-19 virus; please keep yourself informed of the recommended use of personal protective equipment for your safety and especially for the critical safety of the person/people you are helping.
5. Your safety is important to us but is your responsibility.
6. Please do NOT volunteer at any time if you think you may have Covid-19 (cough, high temp – seek official Public Health England information) OR for 14days after symptoms and isolation.
7. Volunteers should ensure they have a low chance of becoming infected. Where possible follow social distancing protocol and don’t take unnecessary risks.
8. Public transport should be avoided where possible. In cases where taking public transport is unavoidable, disinfection of the items delivered should be carried out.
9. Please wear your volunteer badge at all times (and only) when doing activities directly connected to your voluntary work (not for personal shopping).
10. Take care when handling any items which are given to people in self-isolation. The virus can live on inanimate surfaces for some time.
11. It is now recommended that items delivered to any household in isolation are washed/wiped. If you are not able to do this before delivering to the isolated recipient please let the recipient know and remind them to do so. If washing/wiping shopping items before delivering them (as recommended) please imagine that every item is covered with water soluble paint, wash or wipe to remove that.
12. Remember to wash hands before and after deliveries (or dispose of the gloves). Where possible wash for 20 seconds with soap and water. When out and about keep a bottle of alcohol hand sanitiser to hand (if possible).
13. It is recommended that gloves are used to handle goods including money. We suggest putting money in a food bag and return any cash with the receipt and the change. Dispose or hot wash gloves/masks after single use.
14. MORE stringent guidelines are available for supporting houses with EXTREMELY VULNERABLE residents, please contact the Hub for these.
15. Please do NOT go into the house and do NOT have any physical contact, try and stay 2m away from each other at all times.
16. Please check the safety of the products delivered. Check any packaging is sealed and the temperature of product on delivery e.g. If it’s meant to be frozen, is it still frozen?
17. We recommend you take a photo of any receipts before returning them.
18. We recommend you keep a log of deliveries using the delivery acknowledgment form, ask your person in need to sign this (with their own pen) each time.
19. If the person in need does not have sufficient cash please let the Amesbury Corona Community Hub know and we will work out the best alternative, please do not take their bank card.
20. Please do not pass the details of the person in need to anyone else and please maintain their confidentiality unless it risks their health. If you come across anything concerning, please contact the Hub as soon as possible.
21. Please do NOT give medical advice, if they need advice, they should ring GP, 111 or in medical emergency 999
22. The Hub will check with the person in need to ensure that they are also happy with the arrangement.
23. If your person in need has a memory problem, we can send a laminated copy of your details to them, please send us a request.
24. Please consider putting reminders in your diary to keep some kind of regular contact.
25. PRESCRIPTIONS/MEDICINES:

* Prescriptions can be collected by matched volunteers who have been given all required details (including D.O.B) by their person in isolation, we recommend this is only done by volunteers with DBS clearance.
* All other volunteers are asked to support their person in need to contact the Hub to try and organise centrally.
* Even with DBS clearance if there is any concern, or prescriptions are considered high risk by the pharmacy, prescriptions should be collected in pairs (both DBS cleared).
* Please use the delivery acknowledgment form for all prescription deliveries (people in isolation must use their own pen).
* DBS cleared Volunteers can message organisers when they are collecting and then delivered prescriptions.
* Organisers can then contact the requester to confirm they have had their delivery before deleting this information.
* If over the counter medicines are requested only buy and deliver the maximum amount which can be purchased by one person (ie only 16 paracetamols. If they need boxes then this should be prescribed).
* Volunteers are not expected to provide a panic buying service for paracetamols/pasta/anything.
* Where prescriptions/medicines are delivered volunteers do not advise on doses, preparation or administration of medication even if you have a relevant qualification. This should only be done by the prescriber.
* People in isolation are to be, where possible, encouraged to change their prescriptions to home delivery. If they would like help with this please let the Hub know.

Thank you so much once again for your support and for helping your community in the Amesbury area. Please stay safe and if you become a person in need please submit a new request in via the methods below.

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

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

Mobile 07521624700

Email: amesburyhub@gmail.com

Many thanks

The Hub team

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