

Welcome to the Chudleigh voluntary support network for those isolated because of the coronavirus. Thank you for volunteering to help your community.

These guidelines aim to keep volunteers and residents safe during this difficult time. The first section covers issues of confidentiality, DBS checks and general approach. The second section deals specifically with minimizing the risk of infection. The third section is about helping with pets. The final section has some additional information on prescriptions, shopping and Post office/money concerns. We will expand on these guidelines as we receive further relevant information. These guidelines just cover telephone contact, picking up and delivering prescriptions and shopping, and helping with pets. **No volunteer should be visiting residents in their property at this time.**

Section 1. Volunteer guidelines for telephone contact

Confidentiality

The Town Hall will be coordinating requests for assistance and will keep a note of those requests. The volunteer coordinator for Chudleigh Together will also keep this information as well as a spreadsheet of information about those offering to volunteer. Residents being visited should be made aware that, with their permission, their information will be shared on this new network with the Town Council and other relevant local organisations, such as Chudleigh Together, Pensioners Club and W.I. who may become involved.

It is only if we are concerned about someone's health and safety that we will pass on details without permission, for example if someone is not answering the phone or the door and we think they may be ill. Please reassure relatives and friends who refer that personal information will not be shared within the volunteer group. You are likely to pick up a lot of information about the person, particularly if you establish telephone contact over a number of weeks. Please keep this to yourself. Any serious safeguarding concerns that arise can be discussed with the Town Hall staff or with Mary Anne McFarlane (01626 852002) maryannemcfarlane@gmail.com.

DBS checks

We are using volunteers at the moment who have current DBS checks, some specifically for befriending and some for the other organisations for whom they work. If you have a DBS please scan and email a copy to clerk@chudleigh-tc.gov.uk, or pop a photocopy through the letterbox at the Town Hall.

We will update this situation as we receive guidance from the government. We know that most people are good hearted and will not abuse trust in these difficult situations. However, we need to avoid residents being at risk of unhelpful or abusive

contacts and will be appraising each offer of voluntary help. If you know of anyone who is worried about someone who is telephoning or visiting please let us know.

Communication

Some of these points are obvious but worth stating. Speak slowly and clearly. The person may well be in a state of crisis and will almost certainly be anxious. We don't take in information very well under these circumstances. Also, the person may have a hearing loss. There is advice from Action for Hearing Loss and a number of devices that can be used to enhance telephone contact, or supplement with same time text messages. So be patient. Introduce yourself as a volunteer working with the Town Council during the coronavirus period. Say it is a difficult time for all of us. Tell them who referred them. Find out how the person is feeling and do lots of listening. There are guidelines in this document regarding prescriptions and shopping. Make sure at the end of the conversation that you repeat what you have agreed to do and tell them when you will next be in touch. If they need a phone number give them the Town Hall number. (01626 853140). Please let the Town Hall know when you've finished a task.

Section 2. Keeping yourself and the resident safe from infection.

All volunteers must agree to keep strictly to the following guidance:

1. Please follow all government guidance as it changes.
2. If you are in an at risk group (by age or health problems) you must follow the instructions regarding self isolation appropriate to you and only volunteer for telephone or social media tasks if necessary.
3. If you have any of the symptoms of COVID 19 which are a new, persistent cough and/or high temperature, keep to the self isolation periods advised and tell the volunteer coordination team about any change in your status.
4. If you are outdoors running a volunteer errand maintain the advised distance of 2m away from others.
5. Please cough or sneeze into a tissue and discard it then wash your hands.
6. Good hand hygiene is the first line of protection. Please wash your hands at regular opportunities with hot water and soap, and before handling any goods or other deliveries going to someone else. Wash your hands as soon as possible after handling goods, cash and fixtures like door handles or letterboxes. In order to avoid transmitting infections through touching various surfaces, use disposable gloves if you have them.
7. For deliveries of goods or medications:
 - a. Knock, leave the goods by the door and step at least 2m away before the door is answered.
 - b. Avoid handling cash, pens and fixtures in all but essential circumstances.
 - c. Do not enter the property.

Section 3. For those offering dog walking services / movement of pets

1. There is no evidence that domestic animals can transmit the virus but if their coat has been contaminated the virus may survive there for a short period.
2. Dogs must not come into contact with anyone else in self isolation due to suspected or identified COVID infection.
3. You must wash your hands after handling animals as soon as possible and before touching your mouth, nose or eyes.
4. Ensure cats or small pets will be securely fastened in carriers before the owner opens the door for you to collect them.
5. Collect dogs in a way that ensures no contact between the owner and volunteer but without risking escape (i.e garden gates are closed, leads are anchored to a fixture or lead ends are shut into the door).
6. Agreement should be made between the volunteer and owner about whether animals are allowed to run off lead or not, always erring on the side of caution and respecting the owners instructions.
7. If you have any concerns about infection control and volunteering please contact the volunteer coordinators.

Section 4: Additional information

Prescriptions

Lloyds Chemists, Chudleigh, will allow people to collect medication, but are suggesting that the collecting individual's name and address are used to sign the script. Once the medication leaves Lloyds they will no longer hold responsibility for it, responsibility will be with the individual collecting.

Regarding delivering the medication, it is important for it to be 'handed over'. All volunteers should keep strictly to the following guidance:

1. Wash hands with water and soap for 20 seconds or use hand gel before collecting from the pharmacy.
2. When delivering, knock on the door (don't use the bell or knocker).
3. Place the prescription on the door-step and then take at least 2 metres back to avoid any physical contact.
4. Wait for the individual to collect. Do not enter the property.
5. Dispose of your gloves in a bin liner (if using gloves) and treat your hands with gel again.
6. When you have finished your rounds, and before eating, drinking or smoking, thoroughly wash your hands with hot water and soap for 20 seconds.

Lloyds have said where needed they may be able to help to deliver scripts to those closest to the shop.

Money and shopping

There are a number of local shops offering free delivery. A leaflet has been delivered to all residents, and can be viewed on the Town Council Facebook page. If you are asked to get a small amount of shopping, and the local shop can take 'over the phone' payments, all volunteers should keep strictly to the following guidance:

1. Ask the resident to order and pay by phone so you don't have to handle any money which is a virus risk. No cash or security sensitive bank account details should be transferred.
2. Wash hands with water and soap for 20 seconds or use hand gel before collecting the shopping.
3. Let the staff come out to give you the shopping (if possible).
4. When delivering, knock on the door (don't use the bell or knocker).
5. Place items on the door-step and then take at least 3 steps back to wait for a signal to show they know it's there. Avoid any physical contact and communicate only by waving through a closed window/door or chat by phone.
6. Dispose of your gloves in a bin liner (if using gloves) and treat your hands with gel again.
7. When you have finished your rounds, and before eating, drinking or smoking, thoroughly wash your hands with hot water and soap for 20 seconds.

Payments in Cash (emergency situation only)

If cash is the only option we suggest that this is limited to £20 and that you obtain a receipt book from the Post Office and give the resident a receipt. You can then ask them to sign for the groceries and change on another receipt. That way you have a record that can be referred to if there are queries. Follow the guidance above with regards to contact with the resident. Put the receipt book on the door-step with the shopping, take 3 steps back and do not enter the property.

Ideally you should wear gloves if handling money, and you should wash your hands after handling money wherever you do so. You should also advise the resident to wash their hands before doing anything else, after you have left.

Advice for people receiving the shopping from someone else:

As sometimes this infection goes unnoticed you must think that everyone we meet could have Covid 19 virus, even if they display no symptoms. Every contact is an opportunity for infection. We ask for your help to keep you and the person bringing you some shopping safe, by following this guidance:

1. Do NOT open your door to thank the deliverer. Waving from behind a closed window or signal behind a closed door. If you need to speak, ask them to stand at least three steps away from you - if you can't hear, call them on the phone.

2. Leave the items on the doorstep for as long as possible – at least an hour. A longer time is preferable. If your doorstep is not secure then bring them into the house, wash your hands and leave for an hour.
3. If you can't carry heavy boxes or bags, please take your time to bring items in separately. The deliverer must not bring your shopping into your house, that is too much risk.
4. Dispose of the shopping bag in a closed bin.
5. Because the virus can stay on your shopping, rinse the outside packaging in the sink before putting it away.
6. Wash hands with gel after delivery and again for 20 seconds with water and soap before eating or drinking.

Post Office and Money

The Post Office will allocate the first ten mins (from opening at 9am), to vulnerable customers. If a resident needs to get cash/wants to come out, everything will be freshly cleaned and hopefully a safe environment. The other option is to have a dedicated couple of people that only deal with getting cash for people. All high street banks accounts can be accessed through the post office. [Chudleigh Together is exploring this option].

If they have a **Post Office Card Account**, they can apply for a permanent agent card, if they have a safe family/friend person they are happy to use.

Also they have a **Travel money card** which although there would be a small fee, this is a stand-alone card (so much safer than giving bank cards out to people), money can be popped on this and transactions can be checked and the card can be topped up at home, either online or by a Smartphone app. These can be purchased over the counter or by home delivery, which takes around 3 days. This is still a risk, as with their bank cards, they should never give out their PIN number to anyone!!

Contact with GP surgery

At the moment people with covid-19 symptoms (i.e. cough, fever and/or headache) should go online (<https://111.nhs.uk/>) and follow the advice. The 111 phone lines are pretty jammed. GPs are doing telephone appointments and then will decide if you need to be seen in person. So have the person ring the surgery if they need to consult a doctor and they should arrange a telephone appointment for that day.

More Information

- Follow Public Health England Social Media and online resources
- NHS guidance: <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- Local Authority Public Health department will issue local pertinent information
- Keep listening to local TV and radio for advice
- FutureLearn coronavirus free online course:
- <https://www.futurelearn.com/courses/covid19-novel-coronavirus>

Any questions? Please get in touch at clerk@chudleigh-tc.gov.uk