

Isolation Support Service Volunteer Guidance

Once you are registered we will retain your details to enable the call handler to contact you. Contact will be via your primary phone and email.

Assistance may be sought for individuals who live within the Bomere Heath District (see map on Bomereheath.co.uk website).

You will be contacted by phone in the first instance to check your availability. You will be told the password to use when visiting those in isolation and you will be sent the contact details, address and shopping list by email.

Collecting Money

Prior to attending the premises ring the person requiring information first, introduce yourself and confirm your authenticity by telling them the password. Confirm where they will leave the money.

When collecting the money ensure they are aware that you have visited and collected the cash. Ensure you stand at least 2m from the person answering the door and do not go inside.

Wear / rubber / latex gloves as it should be assumed that the money is contaminated.

Place the money in an envelope/plastic bag and wash/gel. We suggest that while wearing gloves you wipe the plastic bank notes with disinfected wipes in the boot of the car. Ensure you wash / gel your hands and clean any part of the car coming into contact with the cash or your gloved hands. Dispose / secure any waste appropriately and out of the way of any shopping you are about to get.

Shopping

Your personal safety and COVID-19 precautions for shopping remain the same as before. Treat every surface you touch as being a likely source of contamination, washing/gel your hands immediately after shopping and avoid touching your face.

The Parish Council has made contact with Tesco's (Manager Mr Carl Merryman) and Aldi (Managers: Jonathon or Tom) in Harlescott, Shrewsbury should you exceed store limits when purchasing other shopping in addition to the person(s) in isolation. In the event of

being challenged for excess items please refer the cashier to the manager and produce the letter attached to this guidance.

Purchase plastic shopping bags, which will be non-reusable

If you are shopping for others in addition to the person in isolation, separate the items in order to get a separate receipt. Ensure you retain the receipt and endorse it with the first line of the individuals address and amount of cash you was given in the first instance. Take a photograph of the receipt and retain for your own reference (Tills are unlikely to be able to print a copy receipt)

Delivery

Ensure you leave the shopping, the receipt and any change outside the front door and stand well back when the occupants recover the shopping.

Email (coronavirus@bomereheath.co.uk) / phone the call handler on **07960 215731** when you have finished. NB: We will look at the potential of using Whats App for communication.

Risks

The only additional risk is relation to handling money which has a possible higher risk than usual. Ensuring you take the advised precautions and maintain the recommended daily precautions as advised by the Government, this risk will be minimised to 'normal activity'.

All volunteers should make themselves fully aware of upto date guidance from the UK Government and the NHS. Update information is available via the Parish Council web site: <http://www.bomereheath.co.uk/community/bomere-heath-district-parish-council-10134/coronavirus-support/>

Concerns over occupants

Albeit your role is providing that essential support in ensuring the occupants have food and essentials, you may become aware that they may need additional support. If you believe that their state of health causes you concern contact the call handler on the hotline. We can either speak to NHS 111 or 999 if there is grave concern.

(For your information what is on Parish Council website)

How it will work

Asking for assistance

- **By Phone**

- Those in need will contact the help line on **07960 215731** which will be manned between 9.00 a.m. – 6.00 p.m each day
- The call handler will take the contact details of the caller and a list of items that are required. Albeit not ideal, to avoid any cross contamination the order will also include the cost and use of non-returnable plastic shopping bags. The caller will be told a password that the volunteer will use when he/she contacts the caller, in order to prove their authenticity.
- The caller will be given an approximate time when the volunteer will call which can be any time during supermarket opening times.

- **By the Internet**

- Those in need should complete the on-line form at the bottom of this page.
- The call handler will then send an email which will have the password which the volunteer will use and an electronic form which able the shopping list to be completed and sent back electronically

Volunteer Visit

- The volunteer will contact the caller by 'phone to confirm a time of arrival. The caller will tell the volunteer where **sufficient money** will be left in an envelope to pay for the shopping which must be in a safe and accessible place outside the house.
- It will be assumed that any money may be contaminated and **only bank notes should be used**. This will allow easy decontamination. Coins will not be accepted.
- On arrival the volunteer will collect the cash and will ring the bell / knock the door and stand back at all times at a safe distance.
- When the volunteer returns he/she will leave the shopping on the doorstep, along with any change and a receipt, which will also be endorsed with the amount of cash provided.
- The volunteer will always maintain a safe distance from the person accepting the delivery

