

A photograph of a person's hands typing on a silver laptop keyboard. The laptop screen displays a video conference with four participants. The interface includes a name 'Anthony' and a 'mute' icon. In the bottom right corner of the screen, there are icons for mute, video, chat, and a red phone icon. A white mug of coffee is visible in the bottom left foreground. The background is a wooden desk.

# COVID-19 VOLUNTEER PACK

updated 30 March 2020

**Wiltshire Council**



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Due to the ongoing nature of the situation, information within this pack is subject to change. We'll try and keep it updated as much as possible but please keep checking for the latest government advice and guidance.



## INTRODUCTION



We have been really humbled and heartened, but not surprised, to see so many communities respond with such resilience and strength to the ongoing and fast developing COVID-19 situation.

We have seen many excellent examples throughout the county of how to mobilise help and support for those who need it most in our communities, whether they're social distancing, self-isolating or facing any other difficult circumstances. Therefore, we thought it would be useful to share some of these examples with you, should you want to do the same in your own community.

As a council we do not want to step in and take over the groups that have been set up, and many may not need or want help from us. One of our main aims has always been to see communities help themselves, and we've borne witness to that in heart-warming abundance recently. Our role is to offer support and guidance where required and be there for you should we be needed or called upon. The only positive to this horrible situation is that we're all in it together, and the collective spirit of people looking out for one another that we're seeing throughout Wiltshire's communities will see us through this crisis, I am in no doubt of that.

The government has just announced details on how to help people who need it while the stay at home restrictions are in place. Please take a look as this will affect your volunteering – [www.gov.uk/government/publications/coronavirus-how-to-help-safely-2/coronavirus-how-to-help-safely](https://www.gov.uk/government/publications/coronavirus-how-to-help-safely-2/coronavirus-how-to-help-safely)

We hope you find this pack useful and I'd like to thank everyone who has shared the work of their volunteer groups so far with us, it is really appreciated.

**Cllr Philip Whitehead**  
Leader of Wiltshire Council

## CURRENT GOVERNMENT GUIDANCE

In its latest guidance, the government say:

Volunteering will be crucial in the response to coronavirus and people have not been stopped from doing this.

However, volunteering that requires going out of the house is now only permitted in certain circumstances. If you are well and are not at risk from coronavirus you can undertake essential activities including:

- Delivering food
- Helping people with their medical needs, such as picking up prescriptions
- Providing essential care or to help a vulnerable person or person(s), including through essential public and voluntary services, such as food banks, homeless services, and blood donation sessions

For the full guidance, please visit [www.gov.uk/government/publications/coronavirus-how-to-help-safely-2/coronavirus-how-to-help-safely](https://www.gov.uk/government/publications/coronavirus-how-to-help-safely-2/coronavirus-how-to-help-safely)

## HYGIENE BEST PRACTICE

Good hygiene is the first line of protection against COVID-19. Public Health England says:

- Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose, or after being in public areas where other people are doing so. Use hand sanitiser if that's all you have access to.
- To reduce the spread of germs when you cough or sneeze, cover your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue, and throw the tissue in a bin immediately. Then wash your hands or use a hand sanitising gel.
- Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people.

## IS PERSONAL PROTECTIVE EQUIPMENT NEEDED?

### Facemasks

We do not recommend the use of facemasks as an effective means of preventing the spread of infection. Facemasks play an important role in clinical settings, such as hospitals, but there's very little evidence of benefit from their use outside of these settings

### Gloves

These are also not necessary, as good handwashing and regular use of gel offers just as good protection as gloves can still carry germs, so they can still infect you if you touch your face while wearing them

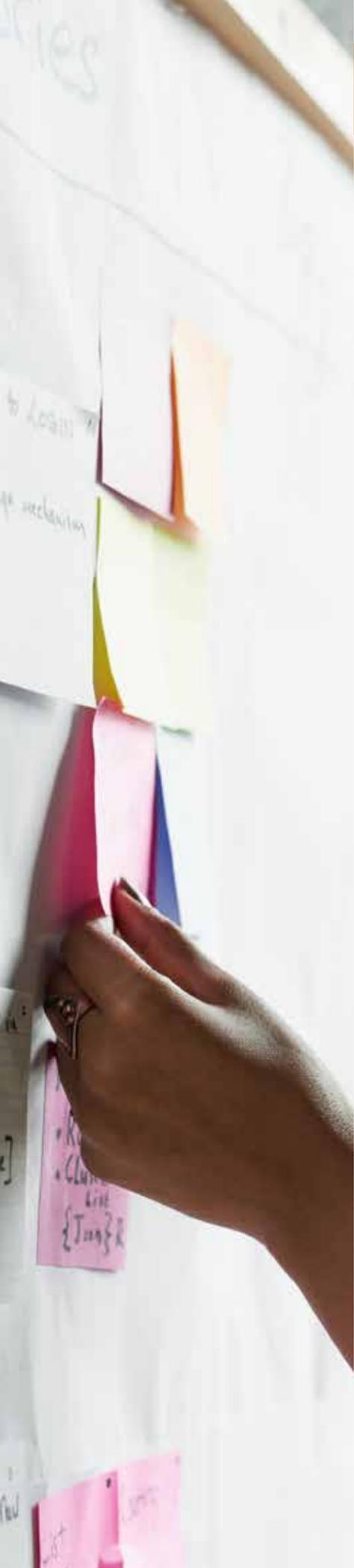
Is wearing rubber gloves out in public an effective way in preventing coronavirus infection?

Regular hand washing offers more protection against catching COVID-19 than wearing rubber gloves

You can still pick up COVID-19 contamination on rubber gloves. If you then touch your face, this can be transferred and infect you.

#COVID19  
#CORONAVIRUS





## TOP TIPS FOR SETTING UP A VOLUNTEERS' GROUP

- Identify a core team to run the group – we wouldn't recommend one person taking on all the responsibility.
- Ensure roles are clearly identified, such as volunteer coordinator, promoter of group, link person to other services etc.
- Clearly set out your priorities – what do you want to do and achieve? More importantly, what can't you do?
- Do some research – don't duplicate the work of other volunteer groups covering your patch – see what's being done and establish what value you can add or additional services you can provide. Speak to our Community Engagement Managers (contact details found within this pack). Also, take a look out our Community Group Directory – [www.wiltshire.gov.uk/downloads/22069](http://www.wiltshire.gov.uk/downloads/22069)
- All new volunteers will be supported by group/name organiser to ensure they fully understand their volunteer role and the boundaries which need to be put in place due to COVID-19, such as volunteer agreement, health and safety, lone working, confidentiality, safeguarding, handling money, confidentiality.
- Create a basic volunteer registration form that also sets out the do's and don't's of your group including safety and confidentiality arrangements.
- Make your presence known to other local organisations/ services so you can coordinate resources as much as possible – such as GP surgeries, parish councils, local charities – people will not likely want to be bombarded from lots of different groups.
- Get a system in place that allows remote working – set up conference calls using FaceTime, Skype or Zoom.
- Use WhatsApp or similar messaging services – it allows you to communicate remotely in real time – here's a useful guide to setting up a WhatsApp group if you have never done it – [www.tech-recipes.com/rx/63695/how-to-create-a-group-on-whatsapp](http://www.tech-recipes.com/rx/63695/how-to-create-a-group-on-whatsapp)
- Create material within your local community to tell them about the service you are providing (examples found in the 'templates' section). It just needs to be a simple, clear one-sheet of information.

- Create clear volunteer identification badges/cards distributed from a central point so people are clear of your roles.
- Where possible set up a new interdependent email address and a central phone number. This makes it simpler for people. The number can be transferred to different people at different times so it's not just one person's responsibility to take all the calls.
- Create a log/spreadsheet of requests which will allow you to manage priorities and identify gaps.
- Treat clients' information in the strictest confidence, in line with General Data Protection Regulations 2018.
- Provide some simple manual handling advice to your volunteers.
- In the work you do, don't put yourselves at risk of contracting COVID-19.
- Have first aid procedures and ensure you keep a first aid book.
- Finally, look out for one another – this is a difficult time for everyone so regularly check that your team members are ok and ask if they need to talk.

## VOLUNTEER GUIDANCE

It's vital your volunteers feel safe and secure in carrying out their important role. Below is some voluntary guidance that's been shared with us that we hope you find useful, particularly for when assisting anyone in self-isolation:

- Always pre-arrange visits with people – don't ever cold call.
- No physical contact with the person (s) you are assisting – remain two metres apart from them at all times.
- Discuss with the group organiser or person you are supporting, the best way to exchange money (so the process is open and transparent and can be easily scrutinised if challenged). Try and not deal with cash.
- Do not enter their house – leave the shopping/medication at the door (having let them know you are there).
- If a different help is being provided, such as dog walking, agree the terms with the individual you are helping.
- If in doubt **please** don't do it and never put yourself at risk. Simply say the request for help will be passed on and we will get back to them.
- Ensure before and after your volunteering you wash your hands with soap and water or use hand gel.



## HELPING WITH SAFE SHOPPING FOR THOSE SELF-ISOLATING

Information from Communities Prepared  
[www.communitiesprepared.org.uk](http://www.communitiesprepared.org.uk)

### Vulnerable persons doorstep check:

- Have they got enough food?
- Are they warm/cool enough?
- Are friends and family helping them?
- Do they have enough medicines to last over the next few days?

### If your local shop can take over the phone payments here is another way:

- Self-isolator phones the shopper with a shopping list or posts it on social media.
- The shopper phones the self-isolator and agrees a ceiling figure for the cost of the groceries.
- The shopper picks up the shopping from the local store shelves and goes to check-out.
- The shopper phones self-isolator at home and hands phone over to check-out.
- Self-isolator gives card details for over the phone payment to check-out.
- Shopper leaves shopping on doorstep with receipts.

### If the self-isolator does online banking they can pay the shopper by bank transfer for them doing their shopping:

- Self-isolator phones shopper or posts a shopping list on street social media page.
- The shopper phones the self-isolator and agrees a ceiling figure for the cost of the groceries .
- The shopper purchases the shopping up to agreed limit and asks for two receipts.
- The shopping is left on the self-isolators doorstep by the shopper with one of the receipts and their sort code and bank account number.
- The self-isolator pays the amount noted on the receipt via BACS transfer to the shopper.

## QUICK WINS

- Find out in your local community which shops, restaurants and pubs are offering a take-away service and collate all the details and arrangements for residents. If some aren't providing that service, could you help them facilitate it?
- Collate all key local numbers/contacts in one place that is accessible for residents.
- On your website have some downloadable signs for anyone to use if they wish to indicate to visitors their status (i.e. self-isolating) or simple text for them to copy handwritten on paper.
- Look to do relatively small tasks that could have a big impact – phoning someone who is self-isolating or social distancing just to check they're ok could make their day.

## ARE YOU THINKING OF PROVIDING FOOD IN THE COMMUNITY?

Wiltshire Council is fully committed to doing everything it can to support people, businesses and our local communities through this challenging time. We are supporting our Wiltshire food businesses to continue to prepare and offer food for takeaway and home delivery – more information is available on our environmental health webpage – [www.wiltshire.gov.uk/env-health-food-coronavirus](http://www.wiltshire.gov.uk/env-health-food-coronavirus). If you are thinking of setting up a voluntary or charity pop-up community support kitchen you may not be required to register as a food business – guidance on the requirement to register [www.food.gov.uk/safety-hygiene/providing-food-at-community-and-charity-events](http://www.food.gov.uk/safety-hygiene/providing-food-at-community-and-charity-events).

The important thing to remember is that the food you provide must be prepared in hygienic facilities and must be safe to eat. Practical guidance on the safe food handling practices [www.food.gov.uk/business-guidance/safer-food-better-business](http://www.food.gov.uk/business-guidance/safer-food-better-business).

- The best way of making safe food is to do it in a safe place. Contact your local community centre, public house or café where they may be able to help by providing suitable kitchen facilities.



- You don't have to be a trained chef but arranging for the main food handler to have training in food safety would help you to make sure the food is safe. Level 2 Food Hygiene training is available on-line.
- Extra care is needed if you are catering for vulnerable members of our communities e.g. infants, the elderly, the immuno-compromised and people with food allergens. You must follow the guidance – [www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses](http://www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses) and training on food allergens.

Further advice on food safety, food labelling and food allergens is available at [gov.uk](http://gov.uk). If you then find you still need advice on how to be confident on how to check that your food is safe, contact the Food and Safety team at [publicprotectionwest@wiltshire.gov.uk](mailto:publicprotectionwest@wiltshire.gov.uk)

## FRAUD AWARENESS

This is a worrying time for everyone but particularly for the older and more vulnerable members of our society. Communities are looking at ways to pull together and provide help to those who may need or want to self-isolate.

One of the suggestions we are seeing is to offer services to those who are unable to leave their homes. While we do not wish to discourage much needed kindness, we are also aware of the opportunity this provides to rogue traders, distraction burglars, bogus callers and other criminals.

Here are just some of the scams we are aware of that would be useful for your volunteers to know, but please note that criminals come in all shapes and sizes and can contact residents at the door, by phone, post or online:

- Miracle cures or vaccines for coronavirus – there is no specific treatment for coronavirus (COVID-19). Treatment aims to relieve the symptoms until the patient recovers.
- Home coronavirus cleaning services
- People impersonating healthcare workers, claiming to be offering 'home-testing' for coronavirus – this is a scam and these kits are not currently available to buy.
- Emails saying that you can get a refund on taxes, utilities or similar are usually bogus and they are just after your personal and bank details.
- There are lots of fake products available to buy online that say they can protect from or cure coronavirus. These will not help and are designed to take people's money.

- There are new mobile phone applications that claim to give updates on the virus but instead, they lock your phone and demand a ransom.
- A bank or the police will never ask for your bank details over the phone.
- People offering to do your shopping or collecting medication and asking for money upfront and then disappearing.

### Tips to avoid being scammed:

- Be cautious and listen to your instincts. If you receive an unexpected visitor use a safety chain when answering the door or speak through a window. Don't be afraid to hang up, bin it, delete it or shut the door.
- Avoid letting anyone you don't know into your home.
- Take your time; don't be rushed.
- If someone claims to represent a charity, ask them for ID. Be suspicious of requests for money up front. If someone attempts to talk you into accepting a service they are unlikely to be genuine. Check with family and friends before accepting offers of help if you are unsure.
- If you are online, be aware of fake news and use trusted sources such as [gov.uk](http://gov.uk) or [NHS.uk](http://NHS.uk) websites. Make sure you type the addresses in and don't click on links in emails.
- Only purchase goods from legitimate retailers and take a moment to think before parting with money or personal information.
- Protect your financial information, especially from people you don't know. Never give your bank card or PIN to a stranger.

### Contact information:

- Please report any cold calling of doorstep traders and canvassers to the police non-emergency number **101** or the Citizens Advice Consumer Service on **0808 223 1133**.
- If you think you've been scammed, report it to Action Fraud on **0300 123 2040** and contact your bank.
- If you are in immediate danger, contact the police on **999**.
- If you have vulnerable and/or elderly neighbours please keep an eye out to see who is attending their property and report anything suspicious to **101**.



## SAFEGUARDING

What to do if you are worried about an adult?

### Adult Social Care

If you are concerned that someone is at risk or appears to have care and support needs that are not being met, for example they are struggling to keep themselves clean or prepare food, please contact Adult Social Care's Advice and Contact Team on **0300 4560111**.

### Adult Safeguarding

If you are concerned that someone is at risk of neglect or abuse, please contact Adult Social Care's Advice and Contact Team on **0300 4560111**.

The Advice and Contact Team is open:

- Monday to Thursday, 8.30am to 5.20pm
- Friday 8.30am to 4.20pm

Outside those hours (evenings and weekends) please contact the Emergency Duty Service on **0300 456 0100**

If anyone is in immediate danger, please contact **999**.

### What to do if you are worried about a child?

We all have a responsibility to keep children and young people safe from harm. If you believe a child or young person is at immediate risk of serious harm or injury, or you believe a criminal offence has been committed, call the police on **999**. If you believe a child or young person is at risk of significant harm, neglect or injury, report your concerns to the Multi-Agency Safeguarding Hub (MASH) on **0300 456 0108**. For further information and guidance please visit [www.wiltshire.gov.uk/children-young-people-worried](http://www.wiltshire.gov.uk/children-young-people-worried)

## CLIENTS' PERSONAL SAFETY

When supporting people through COVID-19 you are likely to telephone them before you visit them to find out what help they may need and when you will be visiting. This is also to minimise any social interaction with the person you are supporting which you must avoid due to the Government guidelines of older people self-isolating. You need to be aware if:

- the individual is becoming anxious/aggressive
- the individual is more confused than normal
- there are potential safeguarding issues

If you have any concerns about an individual you are supporting you should report it to your organiser who will inform the proper authorities.

Your organiser will make you aware of your Volunteer Risk assessment which covers all potentially tasks or activities you may be asked to do for COVID-19 related volunteering opportunities.

## REDUCING RISK

The government says:

- You should not go inside the homes of anyone you do not live with, especially vulnerable people or people who believe they may be infected and are isolating themselves
- You should stay 2m or six feet away from anyone you do not live with at all times. Do not share a car journey with them
- You should also regularly wash your hands with soapy water for at least 20 seconds
- If you have offered to help other people, please do not place yourself in positions where you may feel unsafe, for instance helping late at night.

More information can be found at [www.gov.uk/government/publications/coronavirus-how-to-help-safely--2/coronavirus-how-to-help-safely](http://www.gov.uk/government/publications/coronavirus-how-to-help-safely--2/coronavirus-how-to-help-safely)



## TELL US WHEN YOU'RE ALL SET-UP

We are keen to understand more about what is being delivered at a local level to enable us to provide the support, guidance or resource that is required. We want to help ensure that individuals and groups are providing safe and effective local support to our communities.

We have created a short survey – [app.sli.do/event/mhop2vsw](https://app.sli.do/event/mhop2vsw) that we'd ask you to complete to tell us the details of your local group.

## SOCIAL MEDIA ADVICE

Social media is a valuable tool at a time like this, but it can also contain misinformation and rumour, which isn't helpful. The following Twitter – [www.twitter.com](https://www.twitter.com) and Facebook – [www.facebook.com](https://www.facebook.com) accounts will be regularly posting out the latest factual advice and information related to COVID-19:

- Public Health England – [@PHE\\_UK](https://twitter.com/PHE_UK)
- Department of Health and Social Care  
Twitter – [@DHSCgovuk](https://twitter.com/DHSCgovuk)  
Facebook – [facebook.com/DHSCgovuk](https://facebook.com/DHSCgovuk)
- Wiltshire Council  
Twitter – [@WiltsCouncil](https://twitter.com/WiltsCouncil)  
Facebook – [@WiltshireCouncil](https://facebook.com/WiltshireCouncil)
- NHS England  
Twitter – [@NHSEngland](https://twitter.com/NHSEngland)  
Facebook – [facebook.com/NHSEngland](https://facebook.com/NHSEngland)  
The NHS advises to only trust NHS organisations on Twitter that are 'blue-tick verified'
- Wiltshire Police  
Twitter – [@wiltshirepolice](https://twitter.com/wiltshirepolice)  
Facebook – [facebook.com/wiltshirepolice](https://facebook.com/wiltshirepolice)
- Dorset and Wiltshire Fire & Rescue Service  
Twitter – [@DWFireRescue](https://twitter.com/DWFireRescue)  
Facebook – [facebook.com/DWFireRescue](https://facebook.com/DWFireRescue)

## COMMUNITY ENGAGEMENT MANAGERS (CEMS)

Our CEMs are here to support your local group. They can help you coordinate, make links with other groups and organisations and be a constant source of advice and guidance. Their contact details and the community areas they cover can be found below:

- Amesbury – Jacqui Abbott  
**01722 434 344** or [jacqui.abbott@wiltshire.gov.uk](mailto:jacqui.abbott@wiltshire.gov.uk)
- Bradford on Avon and Corsham – Ros Griffiths  
**01225 718372** or [ros.griffiths@wiltshire.gov.uk](mailto:ros.griffiths@wiltshire.gov.uk)
- Calne – Jane Vaughan  
**01249 706447** or [jane.vaughan@wiltshire.gov.uk](mailto:jane.vaughan@wiltshire.gov.uk)
- Chippenham – Ollie Phipps  
**01249 709404** or [ollie.phipps@wiltshire.gov.uk](mailto:ollie.phipps@wiltshire.gov.uk)
- Devizes – Andrew Jack  
**01225 713109** or [andrew.jack@wiltshire.gov.uk](mailto:andrew.jack@wiltshire.gov.uk)
- Malmesbury – Penny Bell  
**01249 706613** or [penny.bell@wiltshire.gov.uk](mailto:penny.bell@wiltshire.gov.uk)
- Marlborough – Andrew Jack  
**01225 713109** or [andrew.jack@wiltshire.gov.uk](mailto:andrew.jack@wiltshire.gov.uk)
- Melksham – Peter Dunford  
**01225 713060** or [peter.dunford@wiltshire.gov.uk](mailto:peter.dunford@wiltshire.gov.uk)
- Pewsey and Tidworth – Richard Rogers  
**07771547522** or [richard.rogers@wiltshire.gov.uk](mailto:richard.rogers@wiltshire.gov.uk)
- Royal Wootton Bassett and Cricklade – Jane Vaughan  
**01249 706447** or [jane.vaughan@wiltshire.gov.uk](mailto:jane.vaughan@wiltshire.gov.uk)
- Salisbury – Marc Read  
**01722 434557** or [marc.read@wiltshire.gov.uk](mailto:marc.read@wiltshire.gov.uk)
- South West and Southern Wiltshire – Karen Linaker  
**01722 434697** or [karen.linaker@wiltshire.gov.uk](mailto:karen.linaker@wiltshire.gov.uk)
- Trowbridge – Liam Cripps  
**01225 713143** or [liam.cripps@wiltshire.gov.uk](mailto:liam.cripps@wiltshire.gov.uk)
- Warminster and Westbury – Graeme Morrison  
**01225 713573** or [graeme.morrison@wiltshire.gov.uk](mailto:graeme.morrison@wiltshire.gov.uk)



## USEFUL LINKS

The below links have a lot more information and guidance to support you:

- Age UK Wiltshire  
[www.ageuk.org.uk/wiltshire](http://www.ageuk.org.uk/wiltshire)
- Wessex Community Action  
[www.wessexcommunityaction.org.uk/covid-19-vcse-resource-hub](http://www.wessexcommunityaction.org.uk/covid-19-vcse-resource-hub) – WCA is a council for voluntary services and there to help and support groups and organisations that need some guidance. They are offering specific support on setting up Covid-19 Local action support groups as well as organisations that may have concerns about other pressing matters at these challenging times. They are also putting out weekly newsletters during this time in order that community organisations can stay up to date with both local and national news
- Youth Work Support  
[youthworksupport.co.uk](http://youthworksupport.co.uk)
- Volunteer group call-handling script example  
[docs.google.com/document/d/1SkuSSZEPKVN9FPbwOY1eK1nEyn\\_Q22sJQwjI9kbIBU/mobilebasic](https://docs.google.com/document/d/1SkuSSZEPKVN9FPbwOY1eK1nEyn_Q22sJQwjI9kbIBU/mobilebasic)
- Universal Credit – coronavirus and claiming benefits  
[www.understandinguniversalcredit.gov.uk/coronavirus](http://www.understandinguniversalcredit.gov.uk/coronavirus)
- Wiltshire Council COVID-19 page  
[www.wiltshire.gov.uk/public-health-coronavirus](http://www.wiltshire.gov.uk/public-health-coronavirus)
- Our Communities Matter  
<https://ocm.wiltshire.gov.uk>
- Wiltshire Centre for Independent Living  
[www.wiltshirecil.org.uk/joint-wiltshire-vcse-statement-regarding-coronavirus](http://www.wiltshirecil.org.uk/joint-wiltshire-vcse-statement-regarding-coronavirus)
- Health Watch Wiltshire  
[www.healthwatchwiltshire.co.uk/advice-and-information/2020-03-18/information-coronavirus](http://www.healthwatchwiltshire.co.uk/advice-and-information/2020-03-18/information-coronavirus)
- Alzheimer's Support  
[www.alzheimerswiltshire.org.uk](http://www.alzheimerswiltshire.org.uk)
- Wiltshire Community Foundation –  
[www.wiltshirecf.org.uk/support-and-advice-for-groups](http://www.wiltshirecf.org.uk/support-and-advice-for-groups)
- Wiltshire Community Foundation – Wiltshire and Swindon Coronavirus Response Fund – [www.wiltshirecf.org.uk/Coronavirus%20Fund](http://www.wiltshirecf.org.uk/Coronavirus%20Fund)

- Community First  
[www.communityfirst.org.uk](http://www.communityfirst.org.uk) – Community First provides free volunteering services for people and organisations based in Wiltshire. This includes Volunteer Connect, a free self-service Volunteering Portal – [vcconnectsystem.org.uk/ChippenhamVMS2/VolunteerOpportunities/OpportunitySearch](http://vcconnectsystem.org.uk/ChippenhamVMS2/VolunteerOpportunities/OpportunitySearch) which connects Wiltshire-based volunteers with the organisations who are looking for them. Registration for volunteers and organisations is free, quick and easy
- National Emergencies Trust's Coronavirus Appeal – [nationalemergenciestrust.org.uk/coronavirus](http://nationalemergenciestrust.org.uk/coronavirus)
- Wiltshire Citizens Advice  
[www.citizensadvicewiltshire.org.uk](http://www.citizensadvicewiltshire.org.uk)
- Carers Support Wiltshire  
[carersupportwiltshire.co.uk/contact-us](http://carersupportwiltshire.co.uk/contact-us)
- Mutual Aid  
[covidmutualaid.org/resources/#safety](http://covidmutualaid.org/resources/#safety)
- Communities Prepared  
[www.communitiesprepared.org.uk/2020/03/communities-prepared-launches-public-health-volunteer-training-in-response-to-coronavirus](http://www.communitiesprepared.org.uk/2020/03/communities-prepared-launches-public-health-volunteer-training-in-response-to-coronavirus)
- The Silverline – **08004 708090**  
[www.thesilverline.org.uk](http://www.thesilverline.org.uk) – Free confidential helpline providing information, friendship and advice to older people
- Kooth  
[www.Kooth.com](http://www.Kooth.com) – under 18 years until end of March 2020
- On Your Mind  
[www.onyourmind.org.uk](http://www.onyourmind.org.uk) – mental health support for under 18 years from April 2020
- Mental Health Foundation  
[www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

## EXAMPLE TEMPLATES/FORMS

Some groups have sent us examples of the forms and information they have shared with their local community. These may assist you in producing your own.

## Supporting each other in INSERT ROAD in the event of self-isolation

### Have you been told that you need to self-isolate?

#### Do you need some support?

As you know, the UK could be significantly affected by COVID-19.

The most up-to-date advice for anyone who has recently travelled abroad or who is experiencing a cough, or a fever, or a shortness of breath can be found at

[www.nhs.uk/conditions/coronavirus-covid-19](http://www.nhs.uk/conditions/coronavirus-covid-19)

There is the possibility that over the coming weeks some of us will be advised to self-isolate as a precautionary measure.

INSERT NAME has agreed to coordinate members of INSERT ROAD.

INSERT NAME has agreed to coordinate members of COMMUNITY who are prepared to support people who have been identified by the NHS as having COVID-19, or those who have been told to isolate themselves by staying indoors, and who may need help.

If you have been diagnosed or told to isolate by the NHS and you need help with, for example, **essential** shopping or collecting medicines, contact INSERT NAME using the details found below.

You are not alone; a member of our local community coronavirus group will then contact you to try to provide support from within the road.

This is not an alternative to the NHS or social services; it will simply be INSERT ROAD residents looking after each other.

#### Main contact:

Name: .....

Telephone number: .....

Email address: .....

#### Alternative contact:

Name: .....

Telephone number: .....

Email address: .....

PHE has advised people who are self-isolating to do what they can to avoid visitors to their home and any deliveries of groceries, medications or other shopping to be left at the door so please ensure that when you are providing support this advice is followed.

**If you would be prepared to help a householder in this way, please let INSERT NAME know so that we can increase the number of volunteers.**

**Thank you for all your support.**

# CORONAVIRUS

## DO YOU NEED TO SELF-ISOLATE AND NEED HELP?

If you have been diagnosed or told to isolate and you need help with essential shopping, collecting medicines or you need to chat to someone. Please contact us on the number below.

The parish council is helping to coordinate members of this parish who are prepared to support those who have been told to isolate themselves by staying indoors and who may need help. You are not alone if you need to self-isolate.

This is not an alternative to the NHS, emergency services or social services; it is simply neighbours and local residents looking after each other.

If you need help with essential shopping, medicine collections or need to chat, please contact us on the number below.

**NEED HELP? CALL US: .....**

## CAN YOU HELP US BY PROVIDING SOME SUPPORT?

If you would be prepared to help your neighbours and other local residents with prescription collections, essential shopping or similar tasks. Please contact us so that we can increase the number of volunteers in the parish.

You will need to provide your name, address, telephone number and what you can do to help. We will do our best to coordinate volunteers and those in need.

**CAN YOU HELP? CALL US: .....**

Public Health England has advised people who are self-isolating to do what they can to avoid visitors to their home. Any deliveries of groceries, medications or other shopping should be left at the door. So please ensure that this advice is followed. Volunteers acting on behalf of the parish council will be covered by the parish council public liability insurance.

# neighbourhood response

## YOUR NEIGHBOURHOOD NEEDS YOU

The neighbourhood response is a newly formed team of volunteers supported by the parish council, working together to help and support our community through the COVID-19 situation.

### HOW WE CAN HELP YOU

1. If you are self-isolating and need help with shopping, prescriptions, dog walking, local transport, taking your bins out, or just someone to talk to. Call us on ..... or register online at .....
2. Visit our dedicated COVID-19 community website ..... to stay up to date with the latest NHS COVID-19 information, community news and advice.

### HOW YOU CAN HELP YOUR NEIGHBOURHOOD

1. Become a ..... volunteer by calling ..... or register online at .....  
Even if you are over 70 and staying at home as much as possible, you can still volunteer by helping on the phone or by email.
2. Complete, copy and letterbox drop the 'help message' below to any of your neighbours who you think might need help or companionship. Take care to keep a safe distance of 2m (7ft).

### IF YOU ARE SELF-ISOLATING I CAN HELP

My name is .....

I live locally at .....

My phone number is .....

If you are self-isolating due to COVID-19 I can help with:

- Picking up shopping       Posting mail   
A friendly phone call       Urgent supplies

Just call or text me and I'll do my best to help you (for free)

As a small organisation with two staff and a small number of volunteer councillors, the parish council can not attempt to resolve all of the needs of those within our parish. However, we will do our best to support the communities of ..  
Our approach will be flexible and will adapt to respond as the situation develops and to any changes in our capacity. There is currently a lot of support being offered on social networks and so our focus will be particularly on residents (particularly older residents) who are not engaged with social media.

### Our current priorities are as follows:

1. **To provide information** pointing people to the latest advice and information from Wiltshire Council and voluntary organisations. For those who are online we will use our website, Facebook page and (if possible) our parish magazine/newsletter to do this.
2. **Our aspiration should be that every house in the parish has had a note put through the door with the contact number of neighbours willing to help.** Much of this is happening spontaneously already. We will encourage people to follow Wiltshire Council's advice on this, providing downloadable copies of notes and offering to deliver printed copies to people willing to deliver to their street. We will ask streets to let us know when this has happened and keep a spreadsheet to map coverage. We will identify gaps in coverage and encourage local residents and voluntary groups to fill these.
3. **To provide a point of coordination for local voluntary groups and a point of contact for Wiltshire Council and local residents.** We will facilitate an initial in-line meeting for local voluntary groups and those interested in volunteering. Our aim is to be in a position where we can keep a record of groups willing to provide help and have a public telephone number and email address for people to contact with requests for assistance or offers to help and then refer these on to local groups.

All of the above does not remove the need for individuals who are able to support any small organisation majority of help to come from your neighbours.

**We are all in this together and no-one needs to be alone.**



# CORONAVIRUS – COVID-19

## ADVICE AND ASSISTANCE TO THOSE IN NEED IN .....

### INTRODUCTION

The purpose of this letter is to ensure that all residents of ..... are aware of sources of advice on the COVID-19 pandemic and to explain the steps being taken in the village to help deal with its effects. It includes information for those in the community who may require assistance – in particular the elderly and infirm, those living alone and without their own transport – on who to contact for help. **Any help provided is not an alternative to the NHS, emergency services or social services; it is simply neighbours and local residents looking after each other.**

This letter has been produced by the COVID emergency committee for ..... to oversee local action. The COVID emergency committee are:

..... – .....  
..... – .....  
..... – .....

### AREA COORDINATORS

The list of areas and coordinators, with their contact details is detailed below. **Please contact the coordinator for your area if you need help.** If there is no reply from your contact, please phone one of the others on the list or ..... on .....

If you have established arrangements for neighbour support please continue to use these.

### VOLUNTEERS

Coordinators will have a list of the volunteers to call on to provide assistance. However, we envisage a large group of volunteers will be needed as there is likely to be much to do. If you are under 70 years old, have not already volunteered and are prepared to join the list. Please contact ..... on .....

### TYPES OF ASSISTANCE

Volunteers may be called on to:

- Phone vulnerable people to check they are alright
- Collect and deliver medication
- Collect and deliver food and other essential supplies
- Provide assistance with online ordering
- Assist in the event of household emergencies

Practical help is vital, but it can be depressing and lonely being on your own. Your COVID coordinator or ..... – ..... are just a phone call away. So please give them a call and know that you are not alone.

### CONTACT PROTOCOL

To ensure that all involved are safeguarded, we need to have agreed arrangements for any contacts in providing the assistance outlined above. It will not involve anything requiring direct physical contact. As with the general advice, the key to this will be in ensuring all parties keep their hands washed.

Those requiring help are asked to ensure that their hands are washed prior to handing over prescriptions, shopping lists and money to volunteers. Volunteers should ensure that they wash their hands (or use gel) before completing deliveries.

### ..... AREA COORDINATORS

**North** ..... – .....  
..... – .....

**South** ..... – .....  
..... – .....  
..... – .....

**East** ..... – .....

**West** ..... – .....  
..... – .....  
..... – .....