



southstokeparish council

Contact details: Clerk: 07921 389281
clerk@southstoke.org.uk

Volunteer Guidelines

Thank you for giving your time to help a member of our community who is currently in self-isolation due to Covid-19. Your support is greatly appreciated.

We wanted to provide you with some guidelines, so that you feel confident in the role that you are playing and what you are not required or expected to do.

1. We expect that residents should only use this support for errands, that would require them to leave the house such as collecting prescriptions, shopping, posting letters, collecting parcels and other similar activities. You are not required to, nor should you, carry out any jobs in a resident's home or garden. Neither should you accept any offer to come into a person's home for a chat. This will be made clear to residents when the support is explained, and you can feel confident to decline any such requests.
2. If a resident needs shopping purchasing, we are setting a **£20 limit** on any food shops. This should be more than adequate to provide some essentials for a few days, and you can always return if the resident needs more. This is a safeguard we are putting in place to protect you and the resident. Please take their form of payment, collect the shopping and return with a receipt/any change. Please do not ask a resident for their PIN or any personal bank details. It may be that the resident has placed a food order for you to collect, in that instance you will not need to take any payment.
3. Should you be asked to collect a resident's prescription you will need to take a letter of consent from the resident.
4. We are not expecting you to be medical experts. Should a resident start asking for medical advice please encourage them to use the NHS 111 advice website if possible, or if not call their GP or NHS 111.
5. Should a problem arise, or you are not sure what to do in a situation please contact the Parish Office for guidance and support.
6. Remember YOUR health is also of primary importance. Please maintain a 2m safe distance from any one you are helping and wash your hands before and after visiting them. If you feel unwell, please let us know and we will assign the resident to another volunteer. Please take all necessary precautions such as washing your hands etc...

Resident Guidelines

Some guidelines for those residents who are needing and accepting support from the Community Volunteers.

1. A community volunteer from the South Stoke Parish Council will carry a badge so that you know they are legitimately from the PC. If you would like confirmation that the individual is on the approved list of community volunteers, please do not hesitate to contact the Clerk at 07921 389281.
2. The community volunteer's role is to help you with errands that you cannot do now because you are self-isolating - such as collecting prescriptions, shopping, posting letters, collecting parcels and other similar activities. They are not here to help with housework/gardening, so please do not ask them.
3. Please do not invite the community volunteer into your home. It's important to keep both you and the volunteer safe, including maintaining a 2m safe distance from the volunteer at all times and wash your hands before and after your volunteer visits.
4. The community volunteer will require from you a letter of consent in order to collect a prescription.
5. The community volunteers are not medical experts so please do not ask for medical advice. If you have medical questions, please use the NHS online 111 service if you can, or contact your GP or NHS 111.
6. The community volunteer will never ask for more than £20 for a food shop or ask you for personal bank details or PIN numbers. They will take the payment, collect the shopping and return with a receipt and any change. If you need more food, they will return at another time to carry out another shop of up to £20.
7. If you have any problems or concerns, or are in any doubt at all, please call the Parish Council Clerk on 07921 389281.