

Milton Covid-19 Support Group

Information for Volunteers

Thank you so much for volunteering your time to help your fellow villagers during the current situation. Your help, energy and enthusiasm are very much appreciated. This guide provides a few suggestions to keep yourself and the people you are supporting as safe as possible.

Notes for volunteers

CONTACT

Please try to make contact with the person who has asked for help as soon as possible after you have been allocated to them. Once you have made the initial contact you can agree between you how often to check in with them. Please do not feel you have to commit to more frequent contact than you feel able to sustain.

MEDICAL

You are not medically responsible for the person you have been allocated to help. If at any point you have concerns about their physical health advise them to call NHS111 or their GP.

WELL BEING

If you have concerns about the person's mental wellbeing there are some useful suggestions here <https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing>. If you are concerned that the person is experiencing a mental health crisis you can ask them to call their GP practice (during normal working hours) or NHS111 option 2 for the First Response Team.

CONFIDENTIALITY

It is important that any information given to you by the person you are supporting is treated as confidential. However, if they disclose that a child or vulnerable adult is at risk, it is essential that you report your concerns to the All Saints Milton safeguarding team (safeguarding@allsaintsmilton.org.uk) or call Linda Henderson on 07801 156157

SUGGESTED SCRIPT FOR THE INITIAL CONTACT CALL OR EMAIL (please feel free to adapt this to suit your situation)

'Hello, my name is xxxx and I am part of the Milton COVID-19 Support team and I am here to help you as a volunteer. I just wanted to check in and see how you were getting on? Is there anything you are particularly concerned about?'

Thank you so much for volunteering to help support others in our village!

Grocery shopping

Please be aware that the system currently in operation requires you to pay for the groceries initially and then be reimbursed by the person who is self-isolating. If this is likely to cause financial hardship please do not volunteer for this role. All the roles are equally important and will be hugely appreciated by the self-isolator.

PROCEDURE FOR GROCERY SHOPPING AS SELF-ISOLATION SUPPORT

Make contact with the person you are supporting via phone or email and introduce yourself. Ask your self-isolator for a list of groceries and how they will be paying. Suggestions include bank transfer, cheque or prepayment card.

Please ensure you are comfortable with the payment method as unfortunately the COVID-19 Support Team cannot accept any liability for payment issues.

Check whether they would like you to substitute items which are not available and ensure they know you will not be able to return unwanted items. If they would like substitutions check for food allergies and/or dietary restrictions.

1. **BUY THE GROCERIES.** Please make sure you get a receipt. We would recommend also taking a photo of the receipt.
2. **CONTACT THE PERSON** you are supporting to let them know when you will be dropping the groceries off and let them know the total cost. Remind them not to open the door until after you have left.
3. **LEAVE THE GROCERIES** in the agreed place, if possible, wipe the bag and handles with kitchen roll dampened with soapy water and collect the cheque if there is one. Make sure you include the receipt in one of the bags.
4. **PAYMENT:**
 - a. Only accept payment for the precise cost of the goods purchased.
 - b. Do not charge for travel costs, we are volunteers.
 - c. If an additional payment is made, please donate the excess to charity and retain a record.
 - d. If concerned about receiving cash or returning cash, place in an envelope and leave for 72 hours (3 days) before accessing.
5. **WASH YOUR HANDS THOROUGHLY** for at least 20 seconds with soap and water on returning home.

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Dog walking

Please make contact with the person you are supporting and find out as much as you can about their dog. Recommended questions would include:

- What is the dog's name?
- How far is the dog used to being walked?
- Is the dog happy to be walked with other dogs?
- Is the dog safe around children? We would recommend not allowing the dog direct access to children unless you know both dog and children well, but it is useful to know if the dog barks/jumps up/growls whilst out walking.

We would not recommend letting a dog off the lead even if he/she is well known to you and you have a lot of experience with dogs. Milton COVID-19 support team does not have any kind of public liability insurance for dog walkers so you would be doing so entirely at your own and the dog owner's risk.

PROCEDURE FOR DOG WALKING AS SELF-ISOLATION SUPPORT.

1. **CONTACT THE PERSON** you are supporting, introduce yourself and ensure you have all the information listed above and anything else you feel you would like to know.
2. **ARRANGE WITH THEM** a mutually convenient time for you to collect the dog.
3. **REMIND THE PERSON** that they will need to provide all the equipment you need to walk the dog including lead, harness, treats if appropriate and poo bags. Tell them that on your return you will knock on the door so they know you are there, but they should wait for a couple of minutes before opening the door to allow time for you to leave.
4. **THE DOG WILL NEED TO BE OUTSIDE THEIR HOUSE** as you **should not** enter the house or have contact through the door. Ideally the dog will be in a crate or tied up somewhere safe. Please inform the person you are supporting if you are likely to be late to collect the dog to ensure the dog is not left outside for more than a few minutes.
5. **WALK THE DOG** for the agreed time/distance. Please remember to clean up after it!
6. **RETURN THE DOG** to the place it was left, either tied up or crated. Knock on the door as in point 3 above.
7. **WASH YOUR HANDS THOROUGHLY** for at least 20 seconds with soap and water.

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