

Coronavirus - Guidance for Volunteers

Following Government guidance and good practice, here is some general advice and tips on what you need to know when thinking about volunteering during the coronavirus outbreak.

Who can volunteer to help?

You should only provide support to people who are in isolation if you fulfil ALL of the conditions set out below:-

- You are well and have no symptoms and nor does anyone in your household e.g. a cough or high temperature
- You are aged 18 to 70 years old
- You are not pregnant
- You do not have any long-term health conditions that make you vulnerable to coronavirus.

Anyone aged 18+ can volunteer to phone someone for a chat, including those in higher risk groups e.g. those aged 70+.

Staying safe

- 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. Breaking these rules could put you at risk of infection, or risk spreading it to others.
- If you are picking things up for others, try to limit the amount of time you spend outside of your home by picking up essential items for them when you do your own shopping or collect their medicines during the same trip.
- You should stay 2 meters 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. Anti-bac wipes/hand gel if you are on the go and don't have access to handwashing facilities.
- 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. Your safety is a priority.
- If you or someone in your household has shown symptoms, or if you are more vulnerable to coronavirus yourself, then you must stay home. You still play an important role by self-isolating, and could volunteer to chat to people who are at risk of loneliness over the phone.

Personal Protective Equipment (PPE)

PPE is not required to carry out any of the roles we are asking our volunteers to do. There should be no entering of houses or any direct contact with those self-isolating. On that basis the important thing to remember is the social distancing (staying 2 meters apart) and regularly washing your hands with soapy water for at least 20 seconds each time.

Please note: If you are a volunteer that is making multiple drops and you do not have access to hand sanitiser you can obtain some from Darby House at Telford Town Centre (address is Lawn Central, Telford, TF3 4JA). You will need to bring a small container with you so we can decant you some.

Opening times for this service are 9am – 10am and 3pm – 4pm. Please either phone 382000 or email coronavirus@telford.gov.uk, stating that you are a volunteer, what role you are carrying out and that you have been authorised to get some hand gel. If you can indicate when you expect to arrive that would also be helpful.

Help with food shopping and payments

If people staying at home because of coronavirus need basic necessities, you could help and leave the groceries on the person's doorstep. Try to limit the amount of time you spend outside of your home by picking up essential items for others only when you do your own shopping. Or you could help those who aren't as familiar with online shopping by placing an order for them or talking them through the process over the phone.

It is important that payment is agreed in advance for any shopping the volunteer agrees to do:

- Where the self-isolator does online banking they can pay the volunteer by **bank transfer**.
- Alternatively see if the shop you are planning to go to will accept **payment over the phone** from the self-isolator.
- **E cards** can also be purchased from some supermarkets (like Asda and Marks and Spencer) who have recently launched these cards to make it easier for volunteers to carry out shopping on someone else's behalf. Please visit [Asda Gift Card](#) or M&S ['We're all in it together'](#) for more information.

Encourage people to stay mentally and physically active

People who are staying at home should try and keep themselves busy with activities such as cooking, reading, online learning or watching films. Swap suggestions about how people you are supporting can keep themselves busy. If people are well enough, encourage them to do some light exercise and keep active around the home, perhaps by using an online exercise class.

Share trusted sources of information

It's easy to become worried by online information or particular information shared on social media, some of which may be deliberately designed to mislead people. Help your

community by sharing trusted information from the Government www.gov.uk/coronavirus and NHS www.nhs.uk. Keep up to date with local updates at www.telford.gov.uk/coronavirus.

Local Community Support Helpline

If you are concerned about anyone who might need support and you are unable to assist them please don't hesitate to get in touch with us or give them our number.

The phone number to call is 01952 382030, lines are open Monday to Friday, 9am to 5pm and Saturday and Sunday, 9am to 1pm until further notice. The same information and support is available online at www.telford.gov.uk/isolationsupport.

What should you do if you are worried about someone's health?

Encourage anyone you are in touch with or supporting to use the NHS 111 online Coronavirus service. They should only call 111 if they can't get online, their symptoms worsen or they have been instructed to. Call 999 if you believe someone's life is at risk.

Signposting to other services

You could also help by signposting people to other organisations that can help, including:

- Citizens Advice Telford and the Wrekin, case@telfordcab.co.uk or call 01952 567193 or 597171
- Age UK, www.ageuk.org.uk, call 0800 6781602
- Wellbeing and Independence Partnership wip@tandwcvs.org.uk, call 01952 916030
- Carers Centre, email admin@telfordcarers.org.uk, call 01952 240209
- The Silver Line, www.thesilverline.org.uk, call 0800 4708090
- Telford & Wrekin Citizens Advice, www.citizensadvice.org.uk, call 0300 330 1165.
- Telford Crisis Support, www.telfordcrisissupport.org.uk, call 01952 380400.
- Samaritans, www.samaritans.org, call 116 123

Further help and support for volunteers

Our Community Participation Team is on hand to offer further advice and guidance. Email cpt@telford.gov.uk. Please note that the team is on call to support the community during this time, so may not be able to get back to you straightaway.