Community Volunteers

Below are a set of guidelines for those volunteering to support people in their community over the coming weeks.

Volunteers should assist with two types of activities:
- Keeping in touch with elderly or vulnerable individuals
- Helping individuals who are self isolating, with errands such as shopping or picking up parcels / prescriptions (if appropriate).

Every individual has different personal circumstances so PLEASE be clear if there are tasks you are willing / not willing to undertake.

If at any point you have been in close contact with a known case of COVID-19, or if you feel unwell or exhibit any symptoms that could be linked to COVID-19 please STOP your volunteering activities **IMMEDIATELY.**

These are 'common sense' guidelines for volunteers – at all times you should follow the official Government advice on dealing with COVID-19.

Keeping in touch

If you are keeping in touch with an elderly or vulnerable neighbour – please do so by telephone. You may share your contact number with your neighbour but *please exercise the same care as you would normally do in sharing (or not) your contact details*.

Volunteers should support their community with simple tasks that individuals would normally be able to undertake – they are NOT here to provide social care or medical advice of any nature. DO NOT provide such advice and if you are in any doubt what to do please refer your neighbours to the relevant sources of information / professional support.

Shopping and Errands

If you are undertaking shopping or errands on behalf of a neighbour, please follow these steps:

- Agree clearly in advance by phone what errands are to be completed. Ideally this could be picking up goods that have already been ordered and paid for by the neighbour.
- If you are shopping on behalf of a neighbour agree very clearly what goods are to be purchased – and any guidance on substitutions etc. If that can be done via Email – even better.
- Agree clearly how the goods are to be paid for. If payment direct to the shop is not possible, agree with the neighbour how to receive the money. We advise collecting the money before going shopping and returning with an itemized receipt and change as appropriate.
- DO NOT enter the house of a neighbour self-isolating
- Agree a time to deliver the goods.
- To deliver the goods wash / sanitise your hands immediately prior to delivery.
- Place the goods on the doorstep, ring the bell and step far back (two metres ideally) from the door.

- Leave once the door is opened and if further communication is needed please do so over the phone.
- Wash / sanitise your hands on leaving the property.

Always tell someone where you're going and what time you expect to be finished. It can be useful to ring that person when you are finished so that everyone knows it all went well. Take a mobile phone that is charged, has signal and credit to call.

If you are unsure or uncomfortable about anything you are asked to do please discuss it immediately with others and do not put yourself in any difficult positions.

Aim to provide basic voluntary support to your neighbours – for those who require or request more significant support they should be signposted/referred to the relevant authorities.

Given the kind of volunteering work we will be undertaking it is unlikely you'll come across situations where there is an immediate danger to an adult or child, however:
- If you believe a child or adult is in immediate danger (including a health emergency), do something straight away - contact 999 and tell the operator what is happening.
- If you think or believe an adult is being abused, please contact the Carmarthenshire Council Safeguarding Team on 01267 228944.
- If you think a child is at risk, not being looked after properly, or you have concerns about his or her welfare, please contact Carmarthenshire Council on **01554 742322**
- If any urgent concerns are outside of office hours then call the Emergency Duty Team on 0300 333 2222

Links to Government Advice

- Latest public information on the virus from Public Health Wales - https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/#cases
- Welsh Government's coronavirus webpage with links to the latest advice, ministerial statements and announcements - https://gov.wales/coronavirus
- Daily updates from Public Health Wales - https://phw.nhs.wales/news/public-health-wales-statement-on-novel-coronavirus-outbreak/
- Online symptom checker from NHS Direct Wales - https://www.nhsdirect.wales.nhs.uk/SelfAssessments/symptomcheckers/?ScName=CoronaVirusCOVID19&SCTId=175
- FAQs from Public Health Wales - https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/novel-coronavirus-covid-19-faqs-english/
- FAQs from the World Health Organisation - https://www.who.int/news-room/q-a-detail/q-a-coronaviruses
- Latest public information on the virus from the World Health Organisation - https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public
- Latest travel advice from the Foreign and Commonwealth Office (FCO) - https://www.gov.uk/guidance/travel-advice-novel-coronavirus
- Information about how the response to the virus is being coordinated across the UK - https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public