

Southam Community Support Group

Volunteer Guidelines

1. Errands.

- a. We expect that residents will only call on our Support Group for errands that would require them to leave the house such as collecting prescriptions and shopping, posting letters, collecting parcels and other similar activities.
- b. 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.
- c. You may feel able to offer additional support such as walking a dog but that must be your personal decision. Please record any additional help provided by emailing the coordination cell.

2. **Money.** If a resident needs shopping or a prescription to be paid for:

- a. 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.
- b. We are setting a **£20 limit** to be paid in advance by the resident. This should be more than adequate to provide some essentials for a few days.
- c. Please refuse any offer to use the resident's credit or debit card, and do not ask for their PIN or bank details. These are safeguards to protect you and the resident.
- d. Please take the money proffered, collect the shopping and return with a receipt and any change.
- e. As a further safeguard, you may wish to photograph the receipt on your phone.

3. **Insufficient Cash.** You may come across a case where the resident has run out of cash. The Parish Council has provided a float that can be used to provide cash in exchange for a cheque made out to "Southam Parish Council". We recommend that you carry cash of £20 in case you have to cash such a cheque. You can lodge the cheque with the Coordination Cell in exchange for its cash value.

4. **Medication and Health Issues.** In order to collect a resident's prescription it is safest to take a letter of consent from the resident; a template is attached. We are not expecting you to be a medical expert. Should a resident start asking for medical advice encourage them to call NHS111.

FINALLY

Remember YOUR health is of primary importance. If you feel unwell, please let a Coordinator know and we will reassign the errand.

Should a problem arise, or you are not sure what to do in a situation, please contact the
Coordination Cell on 01242 516187