

# Southam Community Support Group

## Volunteer Guidelines

### 1. Errands.

- a. We expect that Self-isolating or Shielded residents will only call on our Support Group for errands that would require them to leave the house such as collecting prescriptions and shopping for essentials, 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, wherever possible we recommend a cashless transaction:

- a. It may be that the resident has placed and paid for a food order for you to collect, in that instance you will not need to take any payment.
- b. If a prescription is to be collected, check whether it is prepaid or exempt from charge; if it is chargeable, then please consult a coordinator on how to proceed.
- c. We are setting a **£20 limit** on the value of any shopping done by a volunteer. This should be adequate to provide some essentials for a few days.
  - i. If a significantly higher value shop is requested then consult a coordinator on how to proceed.
  - ii. **If a Resident is self-isolating because of Covid-19 symptoms, consult a coordinator before handling cash.**
  - iii. You may come across a case where the resident has run out of cash. In such a case, please consult a coordinator on how to proceed.
- d. 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.
- e. As a further safeguard, you may wish to use your phone to photograph the receipt.

### 3. Medication and Health Issues. 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**