

Southam Community Support Group

Resident Guidelines

It is important that the residents receiving help know the “rules of the game”. Please read out the appropriate statements from the list below to the resident.

1. A volunteer from the Southam Community Support Group will help you. When I have checked who is available I will call you and let you know who to expect. Feel free to ask them to identify themselves. If you are in any doubt as to their identity, please call me back. A genuine volunteer will not mind waiting.
2. Their role is to help you with errands that you cannot do now that you are self-isolating such as collecting prescriptions, shopping, posting letters, collecting parcels and other similar activities.
3. They are not available to help with housework or gardening, so please do not ask them.
4. Please do not invite them into your home. This is particularly important so as to keep both you and the volunteer safe.
5. We will need a letter of consent in order to collect a prescription. The volunteer has a letter which you can use.
6. Our volunteers are not medical experts so please do not ask for medical advice, please contact your GP or NHS 111 if you have any concerns.
7. The volunteer will never ask for more than £20 for a food shop or ask you for personal bank details or PIN numbers. They will take the payment, collect the shopping and return with a receipt and any change. If you need more food, they will return at another time to carry out another shop of up to £20.
8. If you have any problems or are in any doubt about who the volunteer is, please call back on this number so we can put your mind at rest.