

Guidance for Disley & Newtown community response to Coronavirus (Covid-19)

FOR VOLUNTEERS HELPING NEIGHBOURS

Thank you for being a good neighbour and for volunteering to help people who are vulnerable and self-isolating during the Coronavirus outbreak.

Disley Parish Council is co-ordinating a Street Co-ordinator Scheme (SCOS) of volunteers. If you need any information or support, please call the Council on 01663 762726 and leave a message or email admin@disleyparishcouncil.org.uk. We will get back to you as soon as possible.

Please note - If you are giving your contact details to elderly, vulnerable or self-isolating residents then please consider the following:

- Are you okay to volunteer? It's important that you are not classed as a vulnerable adult yourself i.e. you are below the age of 70 with no pre-existing medical conditions and no virus symptoms.
- Please think ahead. *You* may need to self-isolate in the future, so make sure that you have provisions for yourself and your family for at least 2 weeks.
- Observe advice from Public Health England and daily Government updates.
- The latest advice and information on Coronavirus (Covid-19) can be found at: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Things to think about whilst supporting vulnerable or elderly neighbours:

- Don't come into physical contact with the person or enter their home. Knock on the door and step away 2 metres and, if possible, keep in contact by telephone.
- Remind them to eat well and stay hydrated. Check with them that they have enough food in and have a plan to get more provisions delivered and, if required, offer assistance.
- Encourage residents to keep a note of family emergency contact details and keep them in a visible place in their home e.g. near to the telephone or on a mantelpiece.
- If they don't have access to the internet, keep them updated with relevant information.
- Consider making an extra portion of food/meals for vulnerable residents.
- Ask them if they have access to their medication and are taking it as prescribed.
- Encourage them to keep in touch with people via the phone or digitally if they can.
- Recommend that they keep busy.

It is important to ensure that you safeguard yourself and the person you are helping.

You can do this by:

- Working in pairs with a fellow volunteer, if possible.
- Do not ask for bank cards or bank account details from the person.
- Make sure you provide a receipt for any shopping and keep a copy e.g. by taking a photo on your phone.
- If you require payment for shopping, ask the person or their family about arranging an online payment.

If you have any serious medical concerns about a resident you are looking out for, call 111 or in an emergency 999.

Thank you.