

WISBOROUGH GREEN PARISH COUNCIL

CORONAVIRUS

WISBOROUGH GREEN COMMUNITY VOLUNTEERING SCHEME

POLICY

DATED: 17TH MARCH 2020

In this Policy, “**Volunteer**” means anyone offering support to a Service User under the Wisborough Green Community Volunteering (WGCV) Scheme; “**Service User**” means anyone receiving support from a Volunteer under the WGCV Scheme.

1. This policy follows Government guidance. It will be reviewed daily for the duration of the Covid-19 outbreak and the implementation of the WGCV Scheme. This Policy will be amended immediately new guidance is issued. The new guidance will be circulated, by email where possible, to all Volunteers and Service Users. Where email to Service Users is not possible, the allocated Volunteer is asked to provide a copy of the email update. Volunteers and Service Users are required to follow Policy recommendations.
2. Volunteers are asked to keep up-to-date with the latest Central Government public health information and follow this guidance, which supersedes this Policy in the event this Policy has not been updated: <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>
3. Volunteers must be at least 18 years old. It is recommended that those 70 years and above do not volunteer due to public health guidance. Any Volunteer over 70 years old participates in the WGCV Scheme at their own risk. Please refer to paragraph 18. below.
4. Volunteers and Service Users should share phone numbers and email addresses and **communicate remotely** only.
5. Volunteers and Service Users participate in the WGCV Scheme on the understanding that Wisborough Green Parish Council will not issue Personal Protective Equipment. Please refer to paragraphs 18. and 19. Below.
6. If personal contact is unavoidable, keep at least 2 metres (3 steps) away from one another, limit the time spent together to no more than 15 minutes maximum, and where possible conduct your meeting in the open air and avoid indoor spaces. Volunteers should not enter the Service User’s property.

7. To avoid opportunists, Volunteers are asked to identify themselves to a Service User with the Wisborough Green Volunteer Identification (to be printed by the Volunteer). ID to be held up at a distance, or at a window if possible, by following the advice in paragraph 4. above. If Service Users are in any way unsure, they should ask the Volunteer for further ID, such as a drivers licence or utility bill, or should advise the Volunteer to wait whilst they call the Parish Council to verify ID (01403 701102) or ask the Volunteer to return once they have received confirmation from the Clerk. Legitimate WGCV Scheme Volunteers will be happy to wait, or return. Service Users should not hand over cash, or personal information if they are in any way concerned and are advised to call the Clerk.
8. Volunteers and Service Users are expected to liaise directly with one another to ascertain the scope of the support required (shopping / electricity key / prescription collections / dog walking etc). Volunteers are not obliged to do anything which makes them feel uncomfortable and are prohibited from any illegal activity.
9. Volunteers should take care when visiting a Service Users home. It is recommended that a first visit is during day-light hours to observe access routes, steps, gates, potential trip hazards etc. Please consider using a torch at night. Service Users are asked to inform their Volunteer in advance of any dogs, or other pets, at the property and, wherever possible, are asked to keep dogs away from Volunteers attending the property.
10. Volunteers unable to continue offering support under the WGCV Scheme should inform the Parish Clerk immediately. The Parish Council will endeavour to allocate a new Volunteer under this scheme.
11. If a Volunteer or any member of a Volunteer's household show Covid-19 symptoms then the Volunteer MUST cease all activity under the WGCV Scheme immediately and contact the Clerk. The Volunteer and their entire household should then self-isolate for 14 days. Please refer to point 2. above. The symptoms are high temperature (37.8 degrees and above) **and/or** a new, continuous cough. Please read the Government's Stay at Home guidance: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection>
12. Service Users are encouraged to create an emergency contact list and share with their Volunteer.
13. Volunteer and Service Users are asked to arrange payment/reimbursement for shopping etc between themselves. However, those who use internet banking are encouraged to use this method. Wisborough Green Stores has confirmed they will accept card payment over the telephone and are offering a delivery service: 01403 700278. If a Service User is unwell (see paragraph 11. above for symptoms) they must not pay for goods with cash and use another

remote method of payment. Additionally, the strong advice is to disinfect cash before it is handed between Volunteers and Service Users whenever possible.

- 14.** Service Users requiring prescription support will need to share some personal information with their Volunteer; this includes, full name, full address, full date of birth, type of medication and quantity to be collected. Service Users should email their Doctor's Surgery to provide written consent for their Volunteer to collect medication. Service Users are encouraged to inform their GP, via telephone, of the arrangements in place and follow their medical centre's advice.
- 15.** Deliveries should be left outside a Service User's property. Please refer to paragraphs 4. and 6. and 13. above. It is the responsibility of Service Users to inform Volunteers of any food allergens to avoid when shopping.
- 16.** Volunteers are expected to wash their hands regularly, following NHS guidance: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>
- 17.** Volunteers are encouraged to use hand sanitiser before and after contact with a Service Users' property e.g. doorbell / knocker.
- 18.** By participating in this WGCV Scheme, Volunteers and Service Users understand and accept the risk of contracting Covid-19. Whilst this Policy follows Government's public health guidance to minimise risk, all public contact carries risk which cannot be eliminated. Volunteers supporting Service Users within the community i.e. shopping, attending medical centres, using the Post Office etc will increase their risk of contracting Covid-19. Volunteers and Service Users participate in this WGCV Scheme at their own risk.
- 19.** Any Volunteer or Service User can opt out of the WGCV Scheme at any time by contacting the Clerk: clerk@wisboroughgreenpc.org | 01403 701102.
- 20.** Volunteers are advised to inform their car insurer of their participation in the WGCV Scheme and follow their insurers' advice and recommendations where applicable.