PARISH CLERK – HELEN STEWART
3 ORCHARD WAY
STRETTON ON DUNSMORE, CV23 9HP
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Stretton on Dunsmore Parish Council
Coronavirus Emergency Volunteering Protocol

First of all, thank you very much for agreeing to volunteer for the community. You are undertaking invaluable work. The most common daily tasks are as follows: -

- Delivering medication issued by Brookside Dispensary
- Delivering food and other items sold by Brookside Stores
- Delivering hot meals to the homes of children from Knightlow School who are entitled to Free School Meals
- Telephoning a vulnerable or isolated person.

By becoming a volunteer for Stretton on Dunsmore and its surrounding areas it is essential that you agree to follow the protocols set out below. These are for your own protection as well as that of patients and customers and to ensure that all volunteers are working in the same way. The Parish Council is required to work within a legal framework and be accountable for its actions and for the actions of its staff and volunteers.

1. Accepting a Task

The volunteer accepting tasks delegated by the Parish Clerk, usually by whatsapp message, must complete the task themselves and not delegate it to someone else, unless they have notified the Parish Clerk.

If you cannot complete the task, this is fine provided you notify the Clerk as soon as possible, so that someone else can take it over.

This is to ensure efficiency and traceability on all medication and money. It is also to safeguard you; this way someone knows your intended destination in case of an emergency.

You can, of course, undertake tasks for friends or neighbours as this is a private arrangement between you and them.

2. Performing the Task

Medication
When collecting medication from the dispensary you will be given full instructions and asked to sign for the items you are delivering.

Essential Items
When collecting food parcel from the shop, please do not enter the shop if there are more than 3 customers in there. John or Vanessa Braithwaithe will inform you of the customers address and their preferred method of payment. Some customers will have paid in advance however others will leave an envelop of cash or cheque on their doorstep – this needs to be returned directly to the shop.
Where possible ensure that person is at home and place on the doorstep. You should not have any physical contact with the customer or enter their home

Hot Meals
Collect from the school canteen at midday Monday – Friday and deliver straight to the homes of the identified children. Where possible ensure that person is at home and place on

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the doorstep. You should not have any physical contact with the customer or enter their home

Telephone Calls
The purpose is to support a person who is likely to be lonely due to their need to self-isolate. Ideally it would be the same volunteer contacting the same patient on a weekly basis. Please do not offer them medical advice but instead be a supportive ear and reassuring voice. Any information you share with them regarding COVID-19 should come from a confirmed source (from the Government or NHS.)

3. Confidentiality

The details of who you are volunteering to help and any private information about them **must** be kept confidential and not divulged to others. This is to safeguard the patients and clients.

4. Concerns

Inform the Parish Clerk **immediately** of any concerns that you may have regarding a resident you are delivering to or in contact with by telephone. Examples of concerns are:

- Their physical health and well-being
- Lack of response to telephone calls or doorstep deliveries.
- Their mental state and mood
- Any safeguarding concerns you may have

Do not try and deal with this yourself. The Parish Clerk will contact the Practice Manager or a clinician (even if it's out of hours).

5. Your Safety

At all times keep yourself safe.

- Use plastic/rubber gloves where appropriate
- Maintain social distancing
- Wash your hands thoroughly before and after fulfilling the task.
- Wear a face mask if available
- Do not collect any sharps or out of date medication from the patient.
- If at any time you feel uncomfortable carrying out the task, please inform the Clerk in confidence.
- Ensure you are carrying some form of ID with you when carrying out these tasks in case you are stopped by the Police (Government guidelines are essential travel only.) You will also be provided with a letter from the Parish Council, as a local authority, confirming you are a volunteer and you are undertaking this task on its behalf.

The situation is evolving daily, and we are working to keep everyone in the community as safe as possible. I would ask that you observe the isolation guidance in place and please feel free to withdraw your offer of help if you or anyone in your household develops symptoms of COVID-19.

Signed: …… Date:……..

Print name:……