



## Advice for volunteers

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Please try to deliver goods during daylight hours

If you are shopping for someone, please limit your shopping trips to once per week to limit your risk of exposure

Please introduce yourself ensuring that you maintain at least 2 metres away from them. Explain who you are and why you are there.

Please do not ask people to give you bank card, credit card details or pin numbers. Local businesses are being approached to take payment online or via the telephone. If they are unable to pay by phone or online directly, and want to pay by cash or cheque, please direct them to call our number for the procedure to follow. Photograph all receipts for goods collected (for your records) and send to us for our records.

Please reiterate that you do not require payment for your assistance and that you are a volunteer if the person tries to pay you for your services.

Shopping bags – it's perfectly acceptable to purchase the 10p reusable bags as part of the shopping bill for our residents. We may be collecting shopping for several different people at the same time, and to run around and collect reusable bags from everyone before we start just isn't practical.

In order to receive payment for the shopping you've paid for, if via our system, you'll just need to give us your bank account details (Account name, Account Number and Sort Code). You can do that now, or wait until you have been shopping for someone, whatever is easiest for you.

Please ensure that you are washing your hands carefully or using an appropriate sanitiser and maintaining at least 2 metres social distancing from people so that you do not risk passing on infection. Not all infected have symptoms. If you develop symptoms, please let them know you cannot deliver to them and refer them to our telephone number for us to coordinate further help for them. It would also help if you could telephone us to inform us.

Agree a passcode that you can use to reassure the receiver of your help that you are who you say you are. Write the code on some card so you can show this through a window if necessary.

If you have safeguarding concerns about an individual, please refer back to the Ferndown Community Coronavirus Support team for further action.



Try and work as a pair, this will alleviate some concerns about safeguarding and offer protection for yourself and the person you're helping

Always tell someone where you're going and when you anticipate returning

Carry a mobile phone with you

Avoid entering the home of the person you're helping

Don't assume that someone needs help or call at a house unexpectedly - anxieties are high at the moment and people need to follow guidance with regards to opening their front doors, especially if they are self-isolating

Always put yourself in the shoes of the person you're helping, ask how you would like to be treated if the situation was reversed

**If in any doubt, please call the office on 01202 936121**