

Willersey Support Group Volunteer Guidelines

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Remember to follow the Risk Management Instructions and Confidentiality Instructions.
We must deliver a safe, confidential service.

As well as providing support, we must encourage people to take responsibility for providing or being ready to provide support to their neighbours, as far as possible.

Read and promote awareness amongst parishioners of the information provided on the Willersey Website at: www.willersey.org/corona.htm

Promote awareness of the suppliers and outlets making deliveries, listed on the Essential Suppliers list, also included on www.willersey.org/corona.htm

Indicative tasks:

- Responding to calls for support, received via your Area Coordinator
- Identifying and supporting the most vulnerable people in your area, establishing support from neighbours, if possible, and ensuring that they know how to contact the Support Group should they need help.
- Collecting shopping, supplies, prescriptions
- Putting out / returning bins
- Dog walking
- Sourcing advice for confused residents
- Delivering flyers, including possible future issues
- Delivering monthly Village News magazine to ensure prompt delivery to cover normal deliverers' unavailability.
- A friendly, supportive phone call and providing morale support and preventing loneliness and fearfulness in isolated parishioners.

Avoid straying off virus-related needs.

When a volunteer has responded to a call for support, it can be most effective if that volunteer maintains contact and acts as the Support Group supporter for the parishioner or household concerned.

When dealing with the unexpected, use common sense, get second opinion (from area coordinator or Steering Group).

Avoid being unduly intrusive.

If you have any suggestions or good ideas, particularly those derived from experience in delivering support, please email them to the Support Group

Willersey CoVid-19 Support Group's Contact Information for you and for other parishioners:

Call Centre telephone number

0330 1070 300 (calls are charged at a local rate).

This number is for non-medical assistance only.

For medical assistance still call 111 or for emergencies 999.

Email: willerseycovid19@gmail.com

Volunteers' Support Process

1. The Area Coordinator receives email and decides which volunteer the call/request should be managed by. Target response should be within 1 hour to respond to the call.
2. Volunteer will respond to request.
3. If the volunteer is unsure whether the requirement is applicable to Support Group, they check with their area coordinator, who raises with Duty Officer, if necessary.
4. If any expenditure is required, volunteer checks whether expenditure is allowable. If expenditure is not listed as allowable, they check with their area controller, who raises with Duty Officer, if necessary.
5. Volunteer completes task.
6. The volunteer should then email the area coordinator once they have responded to the call to confirm the outcome of this.
7. Volunteer makes arrangement for the provision of ongoing contact and provision of ongoing/future support to parishioner/household concerned, preferably by self.
8. Volunteer notifies Area Coordinator of completion/status of task and submits details of any expenditure and claim for reimbursement.

Willersey CoVid-19 Support Group
Steering Group