



# **VOLUNTEERS TEAM CATCH UP**

**4<sup>th</sup> & 5<sup>th</sup> April 2020**



## How are we doing things?

How are we running the scheme to keep everyone safe?

**Prescriptions – POPSONS ONLY**

**Shopping:**

**Encouraging Online orders and Click/Collect wherever possible.**

**Local Suppliers, Marriott's, Janet's (cannot take card payments), COOP, Popsons.**

**ARE YOU PLANNING YOUR WEEKLY/MONTHLY SHOP – LET US KNOW BEFOREHAND – FOR OUR MEMBERS WHO HAVE CASH (We must not touch cash)**



## **COOP**

**We have a scheme in place for our most vulnerable who have no help, have no access to online and need supplies.**

**For this scheme to continue to work it MUST be reserved for these members and as such we need to keep it LOW KEY IN THE COMMUNITY.**

**TO MINIMISE RISK FOR ALL WE NEED 3 MORE VOLUNTEERS TO WORK WITH US SPECIFICALLY FOR THIS ROLE:**

- 1. SHIELDING**
- 2. SELF-ISOLATING**
- 3. SUSPECTED CV19**

**CONSIDER YOUR ENVIRONMENT BEFORE VOLUNTEERING.  
DO YOU LIVE WITH OTHERS WHO ARE KEY WORKERS?**



## WHAT DO WE DO WHEN GIVEN A 'JOB'.

You agree to do a 'job' with a Coordinator/Day Manager. They will then WhatsApp you personally with job details, including a job number.

You may need to go and collect cash from the member – in separate plastic bag – do not touch. We are minimising cash as much as possible.

Wear your ID

Complete collection & delivery.

Take photo of person at door with item(s) delivered.

Send photo with job number back via the WhatsApp chat to the coordinator who gave you the job.

Stay in touch with any queries.

**HYGIENE, DISTANCE, HYGIENE**



# ARE YOU UP TO DATE WITH YOUR TRAINING?

Training Video (on our website)

[WHGNS.Coronavirus Protocol Actions for Volunteers & Members who use the Scheme. v4.CURRENT](#)

**YOUR SAFETY** - [Practical infection control guidance](#)

**COMPANIONSHIP – WE ARE STILL LOOKING AT BEST PRACTICE FOR THIS SIDE OF YOUR ROLE**  
[COVID-19 Volunteering Support Guidelines from DVC](#)

**POPSONS**

2 x docs emailed and within Volunteer Sign up resources

[www.whgoodneighbours.com](http://www.whgoodneighbours.com) – valuable Pages: Volunteer Sign up, Volunteers Resources, Policies and Procedures pages.

EMAIL EMMA WHEN DONE TO 'SIGN':  
[volunteer@whgoodneighbours.com](mailto:volunteer@whgoodneighbours.com)



## SANITISER

- SEE DOC ON VOLUNTEER RESOURCES; Practical infection control guidance BOWL, FLASK, SOAP GUIDANCE.
- USE ANY YOU ALREADY HAVE AND ARE HAPPY WITH.  
(HIGH ALCOHOL 60-70% RECOMMENDED)
- WE NOW HAVE SUPPLIES OF A 70% ALCOHOL SANITISER - WE WILL DISPENSE INTO SMALL BOTTLES FOR YOU.
- IF YOU HAVE ANY 'TRAVEL BOTTLES' PLEASE DONATE TO SCHEME, WE CURRENTLY HAVE JUST UNDER 40 AND WILL HAVE 60+ VOLUNTEERS IN FUTURE.
- A FEW OF OUR BOTTLES HAVE A SPRAY TOP – DO NOT USE SPRAY AS WE CANNOT CONFIRM IF THIS IS CORRECT METHOD OF USE FOR THIS SANITIZER.

# SANITISER

PLEASE SEE OUR WEBSITES VOLUNTEERS RESOURCE PAGE FOR LABELLING E.G. RISK AND WARNING!!!!

<https://whgoodneighbours.com/volunteer-resources/>

REMEMBER: A FEW OF OUR BOTTLES WE HAVE WILL HAVE A SPRAY TOP – DO NOT USE SPRAY AS WE CANNOT CONFIRM IF THIS IS CORRECT METHOD FOR THIS SANITIZER.

WE NEED MORE CLEAN TRAVEL BOTTLES??





## **SAFWORD**

**YOU HAVE BEEN EMAILED  
(OR WILL BE NEW VOLUNTEERS)**

**– REMEMBER IT**

**– IT WILL CHANGE EVERY MONTH**

**– IT IS CONFIDENTIAL!**





## OUR NEXT STEPS

**COMPANIONSHIP - Get our  
Companionship up and running.  
(See doc in Volunteers Resources)**

**Could you teach people over the phone  
how to use online shopping – Ordering or  
Click and collect? Maybe teach them how  
to use Zoom.**

**Do you have any 'Brilliant' talents/skills.  
Could you share these with our community  
online?**

**PLEASE TELL EMMA:  
[volunteer@whgoodneighbours.com](mailto:volunteer@whgoodneighbours.com)**



## YOUR CO-ORDINATORS & DAY MANAGERS

CAROLE JUSTICE GRAY (11AM-3PM)

07535 980007(personal)

or

07725 543065 (Coordinators phone)

HEIDI BASLEY (4PM-8PM)

07492 703703

LEAH AND CHRIS WILL BE COMING ON BOARD NEXT WEEK TOO WHEN SYSTEMS AND TRAINING IN PLACE – YAY!!

MEMBERS EDUCATED A MINIMUM OF 48HRS TURNAROUND FOR ANY REQUESTS – AIMING FOR QUIET SUNDAYS!! - Depending on escalation of Crisis

WHAT ARE YOUR TIMES, YOUR BOUNDARIES?  
[volunteer@whgoodneighbours.com](mailto:volunteer@whgoodneighbours.com)

OUR TIMES AND BOUNDARIES, WE'RE NOT MEANING TO BE RUDE, HONEST





**ANY QUESTIONS?**



**STAY SAFE AND STAY  
WELL.**

**THANK YOU!!!!!!**