



Receiving Help from the Devauden Coronavirus Support Group

www.devauden.org.uk/covid-19

What is the Devauden Coronavirus Support Group?

The Group is an informal group of individual volunteers who are coordinating their efforts to support households in Devauden and the surrounding communities during the Covid-19 pandemic.

Around 40 local residents responded to an appeal from the Devauden Village Website to establish the Group and some of these people are coordinating the Group's activities. The aim is to ensure there is continuity in the voluntary support available to local households who may need it during the coming weeks and months.

More information about the Group is available at www.devauden.org.uk/covid-19

What support does the Group provide?

The type of service that the Group provides is being constantly reviewed by the coordinators. So far, our activities have included:

- regular telephone calls to households to check on their situation and offer reassurance that help is available;
- grocery shopping for essential basic items for those who are elderly or vulnerable;
- collecting prescriptions.

How can I contact the Group?

You can telephone any of the Group's coordinators listed below.

John and Jessica Davis	01291 650938
Leighton Hazell-Smart	01291 650258
Jacqueline Horrod-Tottem	01291 650826
Mike Warmington	01291 650895
Sue Carter	01291 650472

or send an email to communitysupport@devauden.org.uk

What happens next?

- When you first contact one of the Group's coordinators you will be asked to provide your contact details and confirm that you are willing to share those details with volunteers.
- The coordinator then assigns a volunteer to you, and will notify you of their name and contact numbers.
- The coordinator will also choose a secondary volunteer who can contact you if the primary volunteer is unavailable
- The volunteer will then call you to introduce themselves. At this point you should confirm that the name and contact number of the caller matches the ones given to you by the coordinator. Contact the coordinator if you are concerned about the identity of the caller.
- The volunteer or their substitute will keep in regular telephone contact with you. If you need help with, for example, essential shopping, then let the volunteers know. If the volunteers aren't able to help for any reason then they can ask a coordinator to make alternative arrangements.

What is the procedure if I need someone to do some shopping for me?

Although the exact arrangements can be agreed between you and your volunteer, all the volunteers have received guidance that includes the following points.

- Try to agree the details of the items you need and the expected cost with the volunteer before they do the shopping. If possible the volunteer will call you to discuss the availability and cost of items while they are in the shop.
- The volunteer should provide you with a receipt issued by the shop to confirm the cost of the shopping.
- You will only be asked to reimburse the volunteer for the actual cost of the items they have purchased for you (NOT for their time, petrol etc.).
- PayPal can be used to transfer money using the volunteer's mobile phone number or email address. If you do not have a PayPal account yourself then please consider if a relative can do this for you. Various other options are available for reimbursing the volunteer for your shopping. You should discuss the most appropriate method with your volunteer before they do the shopping.
- The volunteer will leave the shopping outside your house in a pre-arranged location and telephone you to let you know it has been delivered.

Can someone collect a prescription for me?

Yes, in most cases. The arrangements for collecting prescriptions vary from practice to practice so you will need to discuss the details with your volunteer.

Can I receive help if I am ill or self-isolating?

Yes but the volunteers are not able to provide medical advice or treatment. If you need assistance inside your home then they may be able to help you to contact the appropriate agency.

Reminders

- ✓ Call us if you need the type of help that the Group can provide or if you think you may need it in the coming weeks or months.
- ✓ Please call us even if you would just like to have a chat with someone in the community.
- ✓ Contact the emergency services or the appropriate public body if you need urgent assistance, specialist advice or help inside your home.
- ✓ Contact one of the coordinators if you have any concerns or if you have not heard from your assigned volunteer for a few days.
- ✓ Observe the Government's advice with regard to self-isolation and social distancing when receiving shopping or any other assistance from volunteers.
- ✓ Let your volunteer or one of the coordinators know if you expect to be unavailable to receive calls for a while.
- ✓ Please be vigilant and look out for non-genuine offers of help.
- ✗ Don't provide anyone with your bank card, pin number or any other details of your bank account.
- ✗ Don't ask a volunteer to do anything that exposes them to any unnecessary risk.

Please also remember that this group is run entirely by volunteers and not medical professionals. We're all local residents of Devauden who want to support the members of the local community with errands, information distribution and emotional comfort.