



Braithwaite Volunteers – how we work!

Coordinator contact information

Telephone: 017687 53119

Email: BraithwaiteVolunteers@gmail.com

What Volunteers can do:

Local volunteers can assist with:

- Shopping
- Dog walking
- Collecting prescriptions
- Taking things to/collecting items from post offices
- Any other local errands that can be conducted over the doorstep

What Volunteers cannot do:

- Enter the homes of those being supported
- Provide personal care
- Handle personal or valuable items
- Handle bank cards or PIN numbers

Advice to volunteers:

- Do not enter people's homes
- Abuse of vulnerable people will not be tolerated and will be reported to the police.
- Always let someone know where you are going and what time you expect to be back
- Keep a mobile phone with you at all times
- Be prepared to show ID if requested eg bank card, driving licence....
- Do not share personal details of those being supported or other volunteers
- Do not take or share photos of those being supported or other volunteers
- Don't over commit yourself – better to help a little and often, than a lot only once

If at any point you develop symptoms or think you may have been in contact with someone who has then isolate yourself and let the coordinator know.

Advice to those being supported:

- Volunteers do not expect payment for their time – you should only pay for shopping postage etc..
- Do not invite volunteers into your property – shopping and other goods must be left on door steps to avoid infection
- If a volunteer is walking your dog then you should provide poo bags and other essentials. If necessary, muzzle your dog before the volunteer arrives.
- Abuse of volunteers, verbal, racial, sexual or otherwise, will not be tolerated and will result in you being blacklisted and reported to the police.

If you feel that a volunteer is behaving in an unacceptable manner, please contact the coordinators immediately (details above)

How should money be handled?

- Shopping lists or requests should be communicated by phone or text message to the assigned volunteer – agree whether or not substitutions are acceptable for shopping.
- We strongly encourage volunteers not to accept credit/debit cards to pay for their shopping as this is a safeguarding risk.
- Once the purchase has been completed, volunteers should communicate the cost of the purchase to the person being supported. That person should then leave payment by the front door – preferably as a cheque made out to the volunteer, if that is not possible cash is acceptable - in an envelope.
- The receipt for the purchase should be given to the person being supported, and the date and amount of purchase communicated to the coordinator who will keep a central record
- We recommend that volunteers do not make purchases larger than £30 per shop
- Shopping should be left at front doors – on no account will it be taken into a house.

General infection control advice:

- Follow all WHO advice regarding infection control. Wash your hands regularly. There should be no direct physical contact between volunteers and those being supported
- Volunteers should wash their hands before and after every contact with a person being supported
- If at any point you or a member of your household develop symptoms or you think you may have been in contact with someone suffering from COVID-19 then you should self-isolate and let the coordinators know.
- When handling dog leads wear gloves. Disposable gloves are ideal and should be discarded after use. If not possible then wear re-usable gloves and wash immediately after use.

Please Note:

- Braithwaite Volunteers are an informal group of local volunteers, mobilised by TBN Church, who are joining together for the benefit of all.
- Those being supported should be aware that volunteers are not DBS checked and have no medical or specialist training.
- All volunteers are simply kind, community minded individuals who want to help out their neighbours at this time of crisis.
- As such common sense should be used by both volunteers and those being supported to keep everyone safe.
- The coordinators and church accept no liability or responsibility for damage or loss of property, infection or other issues resulting from contact between volunteers and those being supported.

Even if you're self-isolating, you're not alone.

Thornthwaite, Braithwaite & Newlands Church