

Helping out people who are staying at home

Help to keep the person or household with suspected coronavirus isolated



Don't enter the home of a person who is self-isolating due to coronavirus symptoms in the household

Provide doorstep drops only, if you become aware of a situation where home entry is required please call our customer service contact centre on **01926 410410**



Wash hands before you make a delivery and when you return home

Click here for national hand hygiene guidance

If your hands are visibly clean, you can use alcohol based hand gel (at least 60% alcohol) also (if you have it, but soap and water are best!)



Stay safe on the doorstep

Place deliveries on the doorstep, ring the bell and step back to at least 2 meters
See "Dos & Don'ts" overleaf for general safety advice



Stop volunteering if you or a household member become unwell

Anyone with symptoms of coronavirus must self-isolate for at least 7 days; other household members must self-isolate for 14 days



Ask a trusted neighbour for support if you can no longer help

Ask a trusted neighbour to support you and the person you had been helping if you are no longer able to.
If no neighbours can help please alert your local Councillor or WCC contact Centre who can to help link in additional support



Raise any concerns regarding increasing care needs

Emergencies – 999

COVID symptoms – NHS 111 online, or call 111 if serious symptoms

Call your GP Practice or pharmacy for health needs
WCC Contact centre – 01926 410410

Advise your local Councillor if you become aware of gaps in community support



Alert services if you have any concerns regarding the safety of an individual

Call the police on 101

Advice for volunteers

Thank you very much for volunteering your time to help your community in this time of crisis and uncertainty.

To help keep everyone safe as communities pull together to support each other, here are some guidelines that you might want to consider.

Do



Follow the guidelines for social distancing and hand washing



Take ID where possible to identify yourself



Let someone know what you are doing and where you are



Seek help if needed or if you become ill

Don't



Volunteer if you have any symptoms (dry Cough, temperature, breathing difficulties)



Volunteer if you are or have been in contact with anyone showing symptoms



Volunteer if You feel unwell



Take Money for your services



Ask for Credit/Debit cards or the details of these

Please keep up to date with developments and follow national advice on:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>