

Harwell Helpers Volunteers

How we can help:

1. Assist people accessing information or signposting them to services that can help – we will put together a list of source information.
2. Assist with shopping – **but don't take money** – get them to pay via plastic if possible. If this is not possible let us know, we are setting up a fund of 'Last Resort'.
3. Assist with getting prescriptions filled.
4. Assist with collection or drop off for post.
5. Delivering entertainment packages – books, magazines, games etc. The virus lingers on surfaces for 72 hours or even longer, so please take extra care when handling and delivering.
6. A friendly chat – though remember your own boundaries and your right to privacy.
7. Spiritual support.

For most of the above there will be likelihood that physical contact of items will be required.

Please bear in mind the risk of contamination at all times and take appropriate measures.

When someone calls:

Calls will come into one central location via 07375829602

We will ask via WhatsApp and email for you to help.

Once we have a Harwell Helper, we will let the person asking for help know who is coming – sounds over the top but we are trying to stop fraud here.

Medicine and Prescriptions:

1. <https://www.pharmacy2u.co.uk> offer a free delivery service – try to direct the requestor to them. You may need to talk them through it – details on the website (familiarise yourself with it).
2. If the above is not an option, you can collect an electronic prescription from a pharmacy on behalf of someone else. Most prescriptions are sent electronically direct to a pharmacy from the GP surgery. So, there is no need to hand in paper prescriptions. The person who the prescription is for can choose the pharmacy or dispenser where the prescription is sent. You can collect the medicine on their behalf if the person had told the pharmacy that they are happy for you to do so.
3. Arrange a time to drop their goods to their house. Ensure you provide receipt for the purchase and change.

Post:

1. If they need you to collect post, ask them where the collection location is, if they are any special codes or information needed to collect the item, and if there is any cost involved.
2. If they need to send an item, ask them what it is, where it needs to be sent from.
3. Arrange a time to collect / deliver their post.
4. Follow all the safety guidance outlined above and below.

Guidance for Deliveries:

1. Do not go into any houses. Leave food / goods outside on doorsteps, or another agreed spot. Make sure they have seen the goods are there before you leave, but step back from the house rather than standing close to them.
2. There is advice that people should drop into a plastic box and then if the item is not perishable that should be taken in but left for a time prior to handling. Not everyone will follow this but encourage your roads to do so.
3. Remember to wash / clean your hands before and after deliveries. Where possible wash hands for 20secs with soap and water. When out and about, keep a bottle of hand sanitiser to hand.
4. Ensure you follow social distancing protocol, and don't take any unnecessary risks – keep yourself safe!
5. Public transport should be avoided where possible.
6. Take care to wear gloves if possible when handling items which may have been given to people who may have compromised immune systems. The virus can live on inanimate surfaces.
7. If you cannot wear gloves, disinfect any surface that will be handled by the person you are delivering too. Place items in separate bags to your own items to avoid re-handling before handing over.
8. Whilst tempting to offer your own food items if you have surplus, please bear in mind that anything that you do offer should be in its original packaging.
9. Once completed let the coordinator know you have finished, and you're safe and well (via email).

We believe that in time people will want to talk. We won't give anyone too many people to look after – that is a disaster in the making. My past says "care for the carers" as well. This isn't a 24/7 service, and you are entitled to your own personal boundaries. It is always okay to say no to a specific task or to ask for a break.

It is possible that disclosures could be made to you that make you feel worried about someone's safety. Always refer 'up' the chain if this happens. If you are seriously worried about someone's immediate safety, phone 999.

Take all precautions outlined to ensure you are protecting yourself from infection and from passing infection on. If you are self-isolating there is still things to do.

As a volunteer, you are doing this service unpaid. Please note there is no reimbursement of expenses incurred. So, for example, if using your car please do as part of your normal trips as there is no fund to reimburse petrol used.

A huge thank you to you all for the kindness you are showing in offering to help in any possible way.