



Covid-19 Guidance for communities in Carmarthenshire

Carmarthenshire County Council and Carmarthenshire Association of Voluntary Services (CAVS) are working together to provide guidance for communities who want to come together during this time.

This pack offers examples of resources that can be used by community groups should they wish to do so.

- From Friday 20th March 2020 the CAVS office in Carmarthen will be closed to the public. We are keeping our phone line open ☎ **01267 245555**. If you are not able to get through, because of a high volume of calls, please leave a message and someone will get back to you as soon as possible.
You can also email us at ✉ [**admin@cavs.org.uk**](mailto:admin@cavs.org.uk).
- We will be focusing on supporting volunteers in local communities across Carmarthenshire who are offering their help by reaching out to those most in need.
We will do this by providing information and referrals to groups and businesses in your local area – especially via CAVS website:
[**http://www.cavs.org.uk/coronavirus-information/**](http://www.cavs.org.uk/coronavirus-information/) and

by promoting *acts of kindness*. You can also see updated information on Carmarthenshire County Council website: [**www.carmarthenshire.gov.uk**](http://www.carmarthenshire.gov.uk)

- We urge you all to prepare yourselves and be ready to protect the most vulnerable and isolated people when the predicted peak in the epidemic comes around Easter time. Covid-19 community support teams are being set up across the UK to offer support to people self-isolating and in need of food, medicines or other essentials.
- CAVS will continue to provide our core services advising voluntary groups and organisations - but our response may be a bit slower than usual.
- Please send enquiries by email to ✉ [**admin@cavs.org.uk**](mailto:admin@cavs.org.uk).
- Please note that we have suspended all training and events until further notice but hope to resume them later in the year.

GENERAL ADVICE

- Look after people in **your own street** – and don't overstretch yourself. The wider the area the more chance someone will be missed. Keep numbers manageable.
- Identify a **Champion** who can take a lead and ensure everyone in the street is included.
- **Include** everyone and remind them about the risks of Coronavirus. Not everyone is aware of its seriousness.
- Find new ways to **communicate** with people whilst avoiding physical contact, for example: by setting up a What's App or Facebook page for your street.
- Communicate with those who are not on the internet by telephone and designate someone in each street to ring them regularly. Perhaps develop a '☎phoning circle☎'.
- If anyone is still left out, communicate with them by **pen and paper** – but remember to wear gloves before posting notes through their letterboxes.
- **Encourage** Champions to set up a WhatsApp group to share tips and updates from reliable sources.

SAFETY

- Volunteers must protect themselves and anyone they encounter to avoid spreading Coronavirus. Avoid physical contact (keep 2m distance). **Wash your hands after every contact.**
- Deliver shopping, medicines or notes to the doorstep only. Do not go into the house.
- Remind isolated people staying at home not to open their door to anyone they do not know and only give a bank card for shopping to someone **known and trusted.**
- Volunteers may be asked to do **other errands** like dog walking. Please use your discretion. If a request seems unsafe, unreasonable, or just too much, feel free to decline.
- Follow the guidance from medical experts at Public Health Wales or the NHS at [https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/or
www.nhsdirect.wales.nhs.uk/COVID19/](https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/or/www.nhsdirect.wales.nhs.uk/COVID19/).

Eg: The NHS may increase or decrease the time period for self-isolation.

Encourage everyone to use these NHS sources of information first and avoid confusion from the media, social media or other sources.

PRACTICAL STEPS

- Ensure your vehicle is topped up with fuel and check that your vehicle insurance covers you for voluntary work.
- Stock up your food supplies with extra dried and tinned food.
- When cooking your own meals consider creating an extra portion for an isolated neighbour.
- Avoid misunderstandings about money. If you don't know the person well, offer some ID and leave your name and number. Document expenditure clearly and provide receipts for items purchased. Do not accept any gifts. If any accusation or disagreement arises over money, report this immediately to your Support Team supervisor.

EMOTIONAL SUPPORT

- Offer emotional support to isolated people staying at home who may be feeling upset by the lack of contact with friends and relatives by designating someone to phone them at least twice a day.
- Encourage everyone to discuss worries about the virus or other issues and not to bottle up their emotions.

IF YOU WANT TO VOLUNTEER

- CAVS is creating a Bank of Volunteers who are ready to move into action when required and support front line health and care service providers as these staff come under increasing pressure.
- If you would like to volunteer please register at: <https://carmarthenshire.volunteering-wales.net/vk/volunteers/index.htm>
- For any queries about community support email us at ✉ Volunteering@cavs.org.uk

TELEPHONE BEFRIENDING

If you know anyone who is available to become a Telephone Befriender then please contact ✉ Jackie.dorrian@cavs.org.uk

The system / procedure for telephone volunteering:

1. Contact Jackie if you have volunteers who are suitable to carry out phone calls. Complete information as per form below.
2. You become a Coordinator for your volunteers.
3. Jackie will allocate those who require the service and send you a list - you will then assign to the befriender.
4. Volunteer to keep a log of calls for expenses and return to coordinator, who will ask you to complete expense form and return to Jackie for payment.
5. Coordinator to return information of calls to Jackie on a weekly basis.

OR

Contact Jackie Direct to offer support or if you require someone to give you a call.

- We are also using <https://carmarthenshire.volunteering-wales.net/vk/volunteers/index.htm>



Covid-19 Guidance notes for Volunteers

YOUR SAFETY - Please observe the current health guidelines. Be aware that many of the people you help will be infected and there are real risks. Do not enter a client's property. Always maintain physical separation and if you handle anything touched by the client sterilise or wash your hands before touching anything else. Leave deliveries on the doorstep and place anything you are given, including money, in a clean plastic bag.

TRANSPORT - Please check that your vehicle insurance is in order and that you are covered for voluntary work. No additional cover has been arranged and policies do vary. You should not be charged any extra.

SCOPE OF WORK - Beyond the obvious errands and dog walking we cannot predict what volunteers are likely to be asked for. Please use your discretion and remember the limitations imposed by the safety measures. If it seems unreasonable, unsafe, or just too much, feel free to refuse.

CARE WITH MONEY - Please take care to avoid any misunderstanding with client's money. If you don't know the client well you should offer some form of ID and leave your name and number with them. Clients should be advised to ask for this in order to protect themselves from opportunist thieves.

Good practice suggests that those who undertake shopping for a person should document the handling of money clearly, ensure receipts for goods purchased are provided. It is important to report any accusation or disagreement over shopping money/change or goods to the Support Team Co-ordinators immediately. In addition, the Support Team should tactfully refuse any personal gift offered to them by anyone they're shopping for.

Covid-19 contact number for businesses and residents

Carmarthenshire County Council are providing additional support to help and advice Carmarthenshire businesses and residents throughout the on-going Coronavirus crisis.

You can connect to this new service by calling us on ☎ **01267 234567**. This is available between 8.30am and 6pm seven days a week.

Council officers will be on hand to provide guidance and signposting on areas including:

- Financial support and other help for businesses
- Assistance available for the elderly, vulnerable and isolated
- Linking the needs of communities with volunteers

This service builds on work already being carried out in our communities, with council staff helping volunteers on the ground.

Town and Community Councils

Your local Town or Community Council are also available to offer support.

Disclaimer:

This is a support network for people organising in their local communities to reach out to vulnerable groups and isolated people with errands, information and emotional support.

We are not medical professionals.

Sample postcard to deliver to the doorstep of a friend or neighbour

You can deliver one of these cards through a neighbour / friend's door to offer your support. Please follow the instructions that are given on the bottom of the postcard which is reinforced below:

'Coronavirus is contagious. Please take every precaution to ensure you are spreading only kindness. Avoid physical contact (2m distance). Wash your hands regularly. Items should be left on your doorstep.'

HELO! HELLO! Os yn hunan-ynysu, rwyf yn gallu helpu.
If you are self-isolating, I can help.

Fy enw yw

My name is

Rwyf yn byw yn

I live locally at

Fy rhif ffôn yw

My phone number is

Os yn hunan-ynysu oherwydd COVID-19, rwyf yn gallu helpu gyda:

If you are self-isolating due to COVID-19 I can help with:

Nôl eich siopa
Picking up the shopping

Postio
Posting mail

Sgwrs ar y ffôn
A friendly phone call

Cyflenwadau brys
Urgent supplies

Ffoniwch/anfonwch neges destun ataf a byddaf yn gwneud fy ngorau i'ch helpu (am ddim!)
Just call or text me and I'll do my best to help you (for free!)

Mae coronafeirws yn heintus. Cymerwch bob gofal i sicrhau mai dim ond caredigrwydd rydych yn lledaenu. Dylid osgoi cyswllt corfforol (pellter 2m). Golchwch eich dwylo yn rheolaidd. Dylid gadael eitemau ar garreg eich drws.

Coronavirus is contagious. Please take every precaution to ensure you are spreading only kindness. Avoid physical contact (2m distance). Wash your hands regularly. Items should be left on your doorstep.