

VOLUNTEER INFORMATION AND HEALTH & SAFETY PROTOCOL

REV 15.12.22

WHAT IS MUTUAL AID ROAD REPS CIC?

We are community initiative created during the Covid pandemic. We support those within our community who are unable to get out on their own, need assistance to get out and about and those who want to go out but have no one to meet up with.

WHAT DO WE DO?

In addition to having volunteers on-call to help with shopping and prescription collections we also have a befriending group called Let's Get Chatty (LGC). LGC have run Coffee, Chat & Connect sessions and Walk & Talk events since August 2020. We also have a telephone befriending service for those that are housebound.

HOW MUCH DOES IT COST?

Absolutely NOTHING, Mutual Aid Road Reps CIC is a free, community-based volunteering programme. We DO NOT CHARGE to help those in need and you will not be paid for volunteering.

SHOPPING PROTOCOL...

When purchasing shopping or collecting a paid for prescription for a community member, it is critical that you do not accept payment up front. We NEVER ask for money before giving the community member their shopping/prescriptions. You must take a photograph of the receipt for our records and your own records and then leave the original receipt with the community member. The photograph can be uploaded to the TeamBee task directly from your phone, alternatively please forward it to Kate via 07739965596 and she can upload it on your behalf. The community member can then reimburse you with cash or the office can prepare an online link and take payment via our website or over the telephone*. The office will then reimburse you via bank transfer. *Please note that due to online bank charges we add an additional £1 to transactions in order to cover this cost.

SHIELDED HOUSEHOLD DELIVERY PROTOCOL...

There are still some people who are extremely vulnerable and have been advised to continue shielding. It is our responsibility to provide these individuals with a high level of support and to do all we can to protect them. Therefore, separate any shopping into separate bags - **fridge goods, freezer goods, cupboard goods and vegetables**, writing on each bag to identify its contents i.e., Freezer / Fridge / Cupboard / Veg. Then tie the handles together on each of the bags. When you arrive at the shielded household, please **PUT ON NEW GLOVES** and place the tied-up bags by the front door. Ring the door bell and step back 2 meters. When the shielding community member comes to the door explain which bag is which and if they have them to put disposable gloves on. Advise them to place the bags unopened in the appropriate places for a period of 3 days (i.e., freezer bag in the freezer, fridge bag in the fridge etc) if they cannot wait the recommended 3 days they should remove and dispose of all outer packaging whilst wearing the gloves and then thoroughly wash their hands afterwards. If the shielded household does not have any disposable gloves, please pass this information on to us and if available we will provide them with a small stock. When you have said goodbye, you may remove your gloves as per this video... <https://youtu.be/IgDmOzXGzEE> and use hand sanitiser, we have secured hand sanitizer

for our volunteers along with facemasks and gloves, if you are in need of a PPE kit, please contact us.

CAN I HELP WITH PUTTING SHOPPING AWAY?

If the person is shielding our advice is to not enter their home as this may cause an unnecessary risk. If the person is vulnerable but not shielding and in need of help, to put away their shopping then you may enter their home, if and only if you are invited to do so. You must not stay any longer than the task requires. If whilst in a community member's home you feel that they need additional support then please contact the office as soon as possible to discuss the situation.

WHAT IF SOMEONE IS ISOLATING DUE TO A POSITIVE TEST?

We will always advise volunteers of a positive case at the point of posting the job online/in the WhatsApp group. We advise you to wear the appropriate PPE when undertaking the delivery and we strongly advise you not to accept cash in exchange for shopping/prescriptions etc. Instead, they can pay for their items over the telephone or via a dedicated link to our website, which the office can coordinate.

COLLECTING MEDICATION?

You may need to show ID to the pharmacist, this is normally only required if you are asked to collect a "Controlled Drug".

Contact Details:

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Facebook: @roadrepsma Twitter: @MutualAidMedway

#RoadReps #MutualAid #ViralKindness #SelfIsolating #Covid19UK #Shielded

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Mutual Aid Road Reps CIC is a registered company in England & Wales 12754639.

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