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**CORONAVIRUS GUIDELINES TO GROUPS**

**1/ If someone rings up and says they ‘think they might have got it’. What are the current guidelines?**

Our Place Wye is not set up to provide medical advice.

The most common symptoms of this new coronavirus (COVID-19) are a new continuous cough and/or high temperature. Some people may also experience muscle aches, tiredness and shortness of breath.

If you live alone and you have symptoms of coronavirus, however mild, you should stay at home for 7 days from when your symptoms started.

If you live with others and you or another member of the household has symptoms, everyone in the household must stay at home for 14 days. This 14-day period starts from the day when the first person in the household became ill.

If you are contacted by text by the NHS and are identified as one of the 1.5 million at a higher risk you must self isolate for 12 weeks.

However… if symptoms worsen, please ring 111.

If you are showing no symptoms you should only leave the house for one of four reasons:

Shopping for basic necessities, for example food and medicine, which must be as infrequent as possible.

One form of exercise a day, for example a run, walk, or cycle - alone or with members of your household.

Any medical need, **or to provide care or to help a vulnerable person**.

Travelling to and from work, but only where this absolutely cannot be done from home.

These four reasons are exceptions - even when doing these activities, you should be minimising time spent outside of the home and ensuring you are 2 metres apart from anyone outside of your household.

**2/ If someone rings up, and asks for someone to do their shopping?**

At all times please remember the 2 meter distance rule..

Ask if they have any relatives who may be able to help? If not explain it is currently a limited service for essential items. If the over 70’s are asked by the government to self-isolate we will review what shopping can be done.

Currently the over seventies are allowed like the rest of use to go and get their own shopping if they are physically able to do so. They must keep to the two meter self distancing rule. Various supermarkets have special shopping times for the elderly. The Coop in Wye’s time is between 8 and 9 in the mornings. Full details of shop openings locally are on the Our Place Wye Facebook page.

Ask them if they have drawn up a list of what they need. Make sure you have a pen and paper handy to write down their requirements. Be realistic about the amount of items you can get and remember certain items may be difficult to obtain thanks to panic buying. Explain you will try to get everything but don’t promise. At present we hope that people will only require a small amount of items.

Ask them if there are any dietary requirements for example gluten free?

Once you have brought the required items and kept the receipts contact the resident and agree a time to take the shopping around, the cost and how they are going to pay? Cash or cheque?

Take the shopping at an agreed time and ring the doorbell or knock. Ask the resident to place the payment on the doorstep and then to stand back. Collect your payment and leave the shopping and receipt on the doorstep for them to take inside. Let them know if there were any items you were unable to get or any you substituted. Consider wearing latex gloves or using hand sanitiser before and after handling money.

If there is no answer from the resident when you visit at the arranged time, and a reasonable amount of time has passed check through windows and where possible rear gardens. Phone the resident’s number and if there is still no answer and there is no other information (for example taken into hospital), the volunteers should contact Kent Police on 101 or via Kent Police website and report their concerns.

The pharmacy have agreed that residents can ring them to nominate an individual to pick up their prescription. They will keep a list of these proxies in the store and the volunteer helper will just have to identify themselves when they pick up. If the resident changes their picker-upper, they will have to call again. The number is [01233 812249](https://www.google.com/search?rlz=1C1EJFA_enGB667GB668&ei=db5vXsX6B8WW8gLTnrXwCA&q=wye+pharmacy&oq=wye+pharmacy&gs_l=psy-ab.3..0l4j0i22i30l6.63722590.63724752..63725067...0.2..0.177.1621.3j9......0....1..gws-wiz.......0i71j0i273j0i131j0i131i273j0i67j0i131i67j0i10.iqbGYAjsefk&ved=0ahUKEwiFiZufyZ_oAhVFi1wKHVNPDY4Q4dUDCAs&uact=5). (The pharmacy has posted on the FB group that a signed letter is necessary. However, because of the dangers of transmission, they have agreed to take telephone undertakings rather than anything signed.)

Other things you could ask: Have they tried ordering it from the supermarket (if they have an online account)? If they have the internet could you take them through setting up an online shopping account over the phone?

If they are elderly (over 70), Perry Court have offered to do deliveries to people in the village: 01233 812302 or [sales@perrycourtfarm.co.uk](mailto:sales@perrycourtfarm.co.uk)

**3/ Is someone rings up and wants to chat because they are worried or lonely?**

These people can be supported on the phone by volunteers from Wye Community Companions. The telephone number to ring is 07547 321046. (Email: [admin@ourplacewye.org.uk](mailto:admin@ourplacewye.org.uk))

**Advice to volunteers – particularly regarding shopping**

You have all been incredibly generous in offering your time to support people in need in the community. Thank you.

However… it is important that we are all mindful to the following:

* We don’t want you to expose yourself to the virus. Do not collect shopping lists from the caller. Make a list over the phone.
* Please be very careful not to enter people’s houses. Quite apart from the virus, this may lay you open to accusation of some sort. Best not go there.
* Please be careful to receive money before handing over the shopping. It is very easy in these circumstances for people to say that they will pay you but then either not get round to it or forget. We do not want you to be out of pocket.
* Please follow the rules that the shops have put in place to protect yourselves and their staff.
* Volunteers should try not to talk about Coronavirus, (rumours, gossip, those infected or deaths) with residents they visit or call. This could cause additional stress and worry.
* Please keep these Coronavirus-support conversations that you have with your neighbours confidential at all times. This is a support service not a vehicle for gossip.
* We are aware that some of the people who Our Place is supporting will be vulnerable adults. If you have concerns that an individual might be vulnerable in any way please contact the community warden on 07969583920. Please see our vulnerable adults’ policy (other attachment). This will also be posted on our website in the coming days.
* If you get into any difficulties at all in the course of this work, please ring the community warden. Similarly, if you have any concerns about an individual which are not connected to Coronavirus or perceived vulnerability, please contact the community warden on the above number.