

# COVID- 19 (Coronavirus) Isolation help

Somersham Parish Council & Pidley-cum-Fenton Parish Council both support

Somersham and Pidley Timebank in conjunction with Somersham Community Cares to provide help and assistance to those in self-isolation due to the COVID-19 virus in our villages.

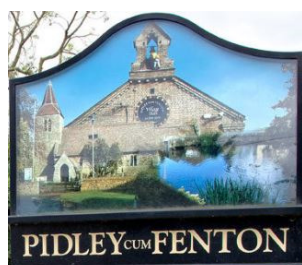
If you need essential shopping items or medication collecting, any pet care, telephone chats or anything else please call **07443 619017 / 01487 841359**.

You may need to leave a message, please speak clearly and state your name, phone number and what help you need. You will be called back, please be patient.

This is a volunteer service and is free of charge.

Any shopping or medicine will need to be paid for by the person requesting it (unless you get free prescriptions)

Please see over for guidance for users



Somersham Community Cares

## Guidance for helpers and those being helped

- This is a non contact assistance service.
- All volunteer helpers will be timebank members, they will have provided two references to join the scheme and be covered under the council's public liability insurance. The request for help and the offer have to be made through the Timebank coordinator / administrators to be cover on the scheme (Numbers overleaf)
- You will be told of the name of the person coming to give assistance, if you are worried you can ask for a password system to be used
- Volunteers are not to enter people's houses under this scheme
- Any requests that involve money (such as shopping or collection of medicine) the money needs to be given to the volunteer before these items are purchased. Please estimate well any shopping needs and provide a list. Please use sensible precautions when handing over money, hand washing, envelopes or bags etc. If a store can take payment over the phone this option is preferred and will be discussed with you.
- Do not hand over credit or debit cards to the volunteer, only cash
- For all purchases a receipt will be gained and returned to the person being helped. Volunteer helpers are advised to take a photo of any receipts and change they have to prevent money disputes.
- Any deliveries are to be left outside the house and the householder alerted to the fact it is there.
- If any handling of items between people is required, please wash your hands first and after or wear gloves which you then remove and wash at the earliest convenience.
- This service is being offered in good will, please do not abuse it.
- This guidance may have to change at any time, you will be advised if that is the case when requesting or offering help