

Support Scheme Volunteer Role Description

Firstly, we (Newark & Sherwood CVS) would like to thank you for volunteering to support the volunteer shopping scheme during this time of lockdown and isolation period of the COVID-19 virus. Your support is vital to vulnerable and isolated communities.

Your role

1. Always take advice from the duty officer if you are unsure of anything. We are here to support you. Monday & Tuesday- Maria DeGiorgio 07384378992 mariadegiorgio@nandscvs.org Wednesday & Thursday - Andrew Oxnard 07469 818546 andrewoxnard@nandscvs.org Friday - Jane Hildreth 07469779599 janehildreth@nandscvs.org
2. You should start the day with your ID letter and if issued one a Coop voucher which gives you access to saved items for isolated and vulnerable people as well as allowing you to shop for more than the usual amount of goods at this time. You may have to show it to all supermarkets.
3. Keep private and confidential service user information emailed you. And upon completion of your duties at the end of the day discard safely.
4. Shop at local supermarkets and carry small shopping bags safely.
5. Compile a round of financial pickups, shop and deliver to service users from an emailed list of jobs sent to you from our staff and delete permanently on completion.
6. Ensure you
7. Dial a call using the withheld facility (141 before number) keeping your details confidential
8. Text or call our duty staff upon the start of jobs to let them know you are starting and then again when you have finished e.g. ' hi it's Rose Climber I am starting my jobs, finished at approx. 4pm. At the end of the day you should text/call to say 'Hi its Rose Climber I am home' If you do not let us know you have finished we will call your next of kin to check that you have arrived home safely.
9. Prevent spread of infection:
When arriving at a service user home, knock on the door. Do not use the doorbell or knocker and then stand well back and allow them time to get to the door and place their money in an envelope with their name on for you to pick up when they have closed the door.
Sanitise and wash your hands at every opportunity. Avoid handshakes.
When returning with the shopping knock, leave items, receipt and change on the doorstep, step back at least 2 metres and wait for the door to be opened for the items to be collected.
When you leave a person's home, sanitise your hands and any money given where possible.

Completing errands - Be cautious of crowded retail stores and pharmacies and shop sensibly.

If using your car to deliver items then keep your car clean and disinfect the most used surfaces such as the steering wheel, gear stick and door handles.

If using public transport, ensure that you minimise where possible what surfaces you touch and sanitise your hands wherever possible before and after taking any public transport.

Use common sense and never put yourself into an environment where you feel there is a risk to yourself or others.

10. If you should feel poorly please contact us do not attempt to carry out duties and follow corona virus guidelines
11. Expenses are claimed back at the end of the month and should be claimed back using the expense claims form. You should email them back to support@nanscvvs.org Please use the title in the subject bar 'Expenses – Rose Climber'

We would like to welcome you as part of our small and positive team and look forward to working together.

Additional information

Many people are asking - Can I get COVID-19 Coronavirus by handling cash and credit cards?

The fact that money spreads germs is not new information however, we cannot find any **official warning or statement about not using cash**, and can only stress that hand-washing is one of the best preventative ways to help keep yourself healthy. So at all times follow this guidance:

The following advice is from PHE and is advice for anyone in any setting is to follow these main guidelines.

1. The most common symptoms of coronavirus (COVID-19) are recent onset of a new continuous cough and/or high temperature. If you have these symptoms, however mild, stay at home and do not leave your house for 7 days from when your symptoms started. You do not need to call NHS 111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days, contact [NHS 111 online](#). If you have no internet access, you should call NHS 111. For a medical emergency dial 999.
2. Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose, or after being in public areas where other people are doing so. Use hand sanitiser if that's all you have access to.



3. To reduce the spread of germs when you cough or sneeze, cover your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue, and throw the tissue in a bin immediately. Then wash your hands or use a hand sanitising gel.
4. Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people.

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.gov.uk/coronavirus>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

<https://www.gov.uk/government/organisations/public-health-england>