



**Just call 07377 231074  
from 8am-8pm / 7 days a week**

The Fishbourne Volunteer Squad is a group of volunteers ready and willing to provide small services for residents of Fishbourne who are isolated at home during the Coronavirus crisis and need some help. THIS SCHEME IS AVAILABLE TO RESIDENTS OF FISHBOURNE PARISH ONLY.

**IF YOU, OR ANYONE IN YOUR HOUSEHOLD, ARE DISPLAYING SYMPTOMS OF CORONAVIRUS THIS SCHEME WILL BE LIMITED TO SERVICES WITHOUT CONTACT (SHOPPING WITH ONLINE PAYMENT, PRESCRIPTION COLLECTION, PHONE CHAT)**

**Symptoms include:**

- A high fever
- A new continuous cough

## **HOW CAN WE HELP YOU?**

- Doing an essential shop
- Collecting prescriptions
- Topping up utility keys
- Walking the dog
- Having a chat on the phone

## **SHOPPING FOR ESSENTIALS**

**Online payment only if you, or anyone in the household, is displaying symptoms**

This is how our shopping service works:

- Make your list
- Ring the Hotline 07377 231074 between 8am and 8pm and let them know:
  - who you are
  - where you live
  - what you need
  - when you need it

- your contact details – telephone and email address
- how you will be paying (see the PAYMENT section below)
- The Hotline Operator will contact a Volunteer and contact you with the name of the Volunteer and their approximate time of delivery.
- When the Volunteer arrives with the shopping, they will deliver it to your doorstep with the receipt in the bag and knock at the door.
- They will stand back away from the door whilst you take your shopping inside.

## **PAYMENT**

There are three ways to pay. Electronic payment using internet banking, telephone banking or PayPal is the best method because there is no contact with the Volunteer. If you cannot pay electronically, please consider asking a relative to make the payment on your behalf.

- Electronic payments can be made using the following details:
  - Reference: FVS
  - Sort code: 08 71 99
  - Account: 3960 7500
  - PayPal: [fvs@fishbourne-pc.gov.uk](mailto:fvs@fishbourne-pc.gov.uk)
- Cheque: to be handed to the Volunteer on receipt of the delivery in an envelope with your name and the amount paid written on it (only if online payment is impossible)
- Cash: to be handed to the Volunteer on receipt of the delivery in an envelope with your name and the amount paid written on it (only if no online payment or cheque is possible)
  - No change will be given. If the amount cannot be exactly provided it will be rounded down.

If you know you will have problems with payment, please speak to the Hotline Operator in complete confidence and they will help you.

## **PICKING UP PRESCRIPTIONS**

**Online payment only (if payment is needed) if you, or anyone in the household, are displaying symptoms**

This is how our prescription collection works:

- Ring the Hotline 07377 231074 between 8am and 8pm and let them know:
  - who you are
  - where you live
  - your date of birth
  - the pharmacy where the prescription is being sent
  - whether you pay for prescriptions (current price £9 per item)
  - when you need it
  - your contact details – telephone and email address
  - how you will be paying if that applies (see the PAYMENT section below)
- The Hotline Operator will contact a Volunteer and contact you with the name of the Volunteer and their approximate time of delivery.
- When the Volunteer arrives with the prescription, they will deliver it to your doorstep with the receipt in the bag and knock at the door.
- They will stand back away from the door whilst you check your prescription and take it inside.

## **PAYMENT**

There are three ways to pay. Electronic payment using internet banking, telephone banking or PayPal is the best method because there is no contact with the Volunteer. If you cannot pay electronically, please consider asking a relative to make the payment on your behalf.

- Electronic payments can be made using the following details:
  - Reference: FVS
  - Sort code: 08 71 99
  - Account: 3960 7500
  - PayPal: [fvs@fishbourne-pc.gov.uk](mailto:fvs@fishbourne-pc.gov.uk)
- Cheque: to be handed to the Volunteer on receipt of the delivery in an envelope with your name and the amount paid written on it (only if online payment is impossible)
- Cash: to be handed to the Volunteer on receipt of the delivery in an envelope with your name and the amount paid written on it (only if no online payment or cheque is possible)
  - No change will be given. If the amount cannot be exactly provided it will be rounded down.

If you know you will have problems with payment, please speak to the Hotline Operator in complete confidence and they will help you.

## **TOPPING UP UTILITIES**

### **Unavailable if you, or anyone in the household, are displaying symptoms**

This is how our utility top-up works:

- Ring the Hotline 07377 231074 between 8am and 8pm and let them know:
  - who you are
  - where you live
  - which utilities you need topping up, how much money to top up and where you usually do this
  - when you need it
  - your contact details – telephone and email address
  - how you will be paying if that applies (see the PAYMENT section below)
- The Hotline Operator will contact a Volunteer and contact you with the name of the Volunteer and their approximate time of arrival to collect the key(s).
- When the Volunteer arrives they will present ID. If you are unsure of their identity, please go inside, close the door and contact the Hotline Operator who can check with the Volunteer that they are at the house and will confirm with you that this is the Volunteer.
- Give the Volunteer your key(s) and confirm the amount they need to top up.
- The Volunteer will return with your key(s) and either post through the door if you are paying online, or will knock to receive cheque or cash payment (see below).

## **PAYMENT**

There are three ways to pay. Electronic payment using internet banking, telephone banking or PayPal is the best method because there is no contact with the Volunteer. If you cannot pay electronically, please consider asking a relative to make the payment on your behalf.

- Electronic payments can be made using the following details:
  - Reference: FVS

- Sort code: 08 71 99
- Account: 3960 7500
- PayPal: [fvs@fishbourne-pc.gov.uk](mailto:fvs@fishbourne-pc.gov.uk)
- Cheque: to be handed to the Volunteer on receipt of the delivery in an envelope with your name and the amount paid written on it (only if online payment is impossible)
- Cash: to be handed to the Volunteer on receipt of the delivery in an envelope with your name and the amount paid written on it (only if no online payment or cheque is possible)
  - No change will be given. If the amount cannot be exactly provided it will be rounded down.

If you know you will have problems with payment, please speak to the Hotline Operator in complete confidence and they will help you.

## **WALKING THE DOG**

### **Unavailable if you, or anyone in the household, are displaying symptoms**

This is how our dog walking service works:

- Ring the Hotline 07377 231074 between 8am and 8pm and let them know:
  - who you are
  - where you live
  - when you need the dog walking
  - what sort of dog and how many dogs you need walking
  - your contact details
- The Hotline Operator will contact a Volunteer and contact you with the name of the Volunteer and their approximate time of arrival to collect the dogs.
- When the Volunteer arrives they will present ID. If you are unsure of their identity, please go inside, close the door and contact the Hotline Operator who can check with the Volunteer that they are at the house and will confirm with you that this is the Volunteer.
- Pass the dog leads over to the Volunteer keeping as much distance as possible.
- Let the Volunteer know of any important things about your dog(s) e.g. it doesn't like other dogs or it doesn't like people etc.
- The dog(s) will be walked on-lead for no more than half an hour. Poo bags will be provided by the Volunteer.
- The Volunteer will return the dog(s) to you, keeping as much distance as possible.

## **HAVING A CHAT**

This is how our chat service works:

- Ring the Hotline 07377 231074 between 8am and 8pm and let them know:
  - who you are
  - your contact details
- The Hotline Operator will contact a Volunteer and ask them to contact you for a telephone chat.

## **ANYTHING ELSE?**

If you need something and it's not on this list, please ring the Hotline 07377 231074 between 8am and 8pm and we will do our best to help you.

## **Data Protection**

By calling the Hotline you are giving your permission for us to handle your data and to pass it between Volunteers or external agencies specifically related to the task you have given us. This data will be treated respectfully and disposed of responsibly once this period of emergency is over.