



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

**Email address [fvs@fishbourne-pc.gov.uk](mailto:fvs@fishbourne-pc.gov.uk)**

## **VOLUNTEER GUIDE**

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  
YOU MUST NOT VOLUNTEER**

**Symptoms include:**

- A high fever
- A new continuous cough

### **BECOMING A VOLUNTEER**

- The scheme requires for you to pay for shopping, medicines or utilities and claim back the money from the FVS bank account. Although reimbursement will be as swift as possible, don't undertake shopping tasks unless you can afford to be without the money for a few days. There are other ways you can help without being out of pocket – dog-walking, chatline etc
- To be a Volunteer you must have WhatsApp
- Call the Hotline on 07377231074 to be added to the Volunteer WhatsApp group
- You must read the Volunteering Policy document on <https://www.fishbourne-pc.gov.uk/coronavirus/the-fishbourne-volunteer-squad/> and confirm via WhatsApp that you have read it and agree to the terms.
- **IMPORTANT NOTE:** You will have access to people's personal data. You must treat people's data with complete respect and dispose of data once you no longer need it.

### **WHAT YOU MAY BE ASKED TO DO**

Once you respond to a call for help via WhatsApp, please follow these guides to:

- [Shopping for essentials](#)
- [Picking up prescriptions or medicines](#)

- [Topping up utility keys](#)
- [Dog walking](#)
- [Phone chat](#)

## **VOLUNTEERS' GUIDE TO SHOPPING FOR ESSENTIALS**

This is how the shopping service works:

- You will be sent a private WhatsApp message by the Hotline Operator with the job information, the name and address of the Service User and their method of payment.
- Reply to the Hotline Operator with an approximate time as to when you will be delivering the items. This will be communicated to the Service User.
- Do the shopping. Don't forget to wear gloves and wash your hands before and after the shop. You will need to buy bags.
- Photograph the receipt and put it in the bag.
- Deliver the shopping to the doorstep with the receipt in the bag and knock at the door and retire back at least two metres.

### **PAYMENT**

There are three ways the Service User can pay:

#### **1. Electronic payment**

If your Service User is paying electronically you need to:

- Let them know that the receipt and payment details are in the bag.

For reimbursement send a private Whatsapp to Jak Dyer with:

- A photo of the receipt
- If this is your first reimbursement, your sort code and account number

You will be reimbursed once these details are received.

**2. Cheque** made out to St Peter and St Mary PCC in an envelope with the name of the Service User and amount: to be handed to the Volunteer on receipt of the delivery.

You should add your name onto the envelope and deliver to Jak Dyer at 85 Salthill Road (yellow door)

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- A photo of the receipt
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**Volunteers are responsible for washing their hands after handling any items including cash and cheques that may transmit Coronavirus.**

**3. Cash:** to be handed to the Volunteer on receipt of the delivery in an envelope.

If the amount cannot be exactly provided, Service users should be encouraged to round down the amount.

Where cash is paid to the correct value volunteers may keep the cash and must inform Jak Dyer by private WhatsApp.

Where there is a shortfall or surplus of cash, volunteers should arrange delivery to Jak Dyer where the difference will be corrected.

**Volunteers are responsible for washing their hands after handling any items including cash and cheques that may transmit Coronavirus. Please contact Jak Dyer if you require hand sanitizer.**

Should a reimbursement be due send a private WhatsApp to Jak Dyer with:

- A photo of the receipt(s)
- Details of the shortfall

If this is your first reimbursement, your sort code and account number

You will be reimbursed once these details are received

## **VOLUNTEERS' GUIDE TO PICKING UP PRESCRIPTIONS**

This is how the prescription collection works:

- You may only collect prescriptions from ONE HOUSEHOLD at a time to minimise the risk of giving the wrong medicine to the wrong person.
- You will be given the name of the pharmacy where the prescription can be collected by the Hotline Operator, the name and address of the Service User and the method of payment if necessary.
- Reply to the Hotline Operator with an approximate time as to when you will be delivering the items. This will be communicated to the Service User.
- Collect the prescription. Don't forget to wear gloves or wash your hands before and after collection. You may need to buy bags.
- Double check the name and address on the made-up prescription is the name and address of the Service User.
- Photograph the receipt (if payment has been made) and put it in the bag.
- Deliver the goods to the doorstep with the receipt in the bag and knock at the door.
- Stand back at least 2 metres from the door whilst the Service User takes in the goods. If they need to pay, the method of taking payment is outlined below.

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## **TOPPING UP UTILITIES**

This is how the utility top-up works:

- You will be given the details of what utility needs to be topped up and by how much by the Hotline Operator, the name and address of the Service User and the method of payment.
- Go to the given address with Photo ID.
- Knock at the door, stand well back and show your ID. The Service User may want to check with the Hotline Operator that you are the Volunteer, so be ready to receive a phone call.

- Take the utility key(s) from the Service User and check with them the details you have been given as to how much top-up is required.
- Top up the utility key(s). Don't forget to wear gloves or wash your hands before and after the transaction.
- Photograph the receipt.
- Deliver the key(s) and receipt back through the letterbox if the payment is being made online.
- If cheque or cash is being used, knock at the door and stand back, away from the door. Give the key(s) to the Service User along with the receipt and receive payment as outlined below.

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## **VOLUNTEERS' GUIDE TO DOG WALKING**

This is how our dog walking service works:

- You will be given the details by the Hotline Operator of the name and address of the Service User, the number of dogs and any important details about them. **ONLY TAKE ON THE TASK IF YOU ARE COMFORTABLE WITH THE BREED AND DETAILS OF THE DOGS PROVIDED.**
- Give the Hotline Operator your estimated time of arrival. This will be communicated to the Service User.
- If you require poo bags please keep the receipt and submit a claim for reimbursement using the procedure outlined above.
- Go to the given address with Photo ID. The Service User may want to check with the Hotline Operator that you are the Volunteer, so be ready to receive a phone call.
- Take the dog by the lead keeping as much distance as possible.
- Check the details of the dogs you have been given e.g. their names, do they like dogs or people? etc.
- Keep the dog(s) on-lead and take for a walk on pavements in lit areas for no more than half an hour.
- When you return the dog(s), keep as much distance as possible.

Use gloves if you are interacting with dogs, leads and people. Ensure you wash your hands thoroughly for at least 20 seconds before and after the task.

## **HAVING A CHAT**

This is how the chat service works:

- The Hotline Operator will contact you with the name and phone number of a Service User who needs a chat. Contact them for a telephone chat.
- Keep to general chat. If the Service User has a particular need, you should direct them to a service which has expertise in dealing with their problem. If in doubt, say someone will call them back with details of services that can assist.

## **ANYTHING ELSE?**

There may be a request for something not on this list, in which case, make every effort to protect yourselves and others from Coronavirus and use common sense.

## **Data Protection**

By becoming a Volunteer you are giving your permission for us to handle your data and to pass it between Volunteers or Service Users specifically related to the task you have been given. This data will be treated respectfully and disposed of responsibly once this period of emergency is over. You are expected to handle data with respect and dispose of it once it has been used.