

# BRADNINCH TOGETHER

## GUIDANCE NOTE 001 (V4 06.01.21)

### GENERAL CONTACT and Safeguarding

N°	GUIDANCE	More info
1.	<p><b>When volunteering for Bradninch Together, your safety and minimising the transmission of Covid19 is the priority. When we support our neighbours, it is up to you as a volunteer which locations you are comfortable visiting and what you are willing to assist with.</b></p> <p><b>Most requests are sent out by the Zone Coordinators via WhatsApp, giving volunteers the option to respond.</b></p>	
2.	<p>All involved with <b>Bradninch Together</b> are advised against providing advice to others which they are not qualified to offer.</p> <p>Our web site <a href="http://bradninchtogether.org.uk">bradninchtogether.org.uk</a> has links to a range of organisations that are specialists. Direct people to this site. Or, if this is difficult for the person asking, ask your Coordinator to arrange a printed version.</p>	
3.	<p><b>Always phone before visiting a neighbour and tell them;</b></p> <ul style="list-style-type: none"><li>• <b>Your name</b></li><li>• <b>That you are with Bradninch Together</b></li><li>• <b>Reassure them that you or any other BradTog volunteer will not come to their home without making prior arrangements.</b></li><li>• <b>That you will be carrying a photo ID</b></li><li>• <b>Ask them if they have any health concerns and / or are self-isolating or shielding.</b></li></ul>	Your Driving Licence is a recommended ID
4.	<p>If they are self-isolating ask how many days they have been doing this and which day they are now on. Make a note of this and advise your Coordinator who will add information to the Zones' log.</p>	Self-isolation is 10 days
5.	<p>Make arrangements with your neighbour for the task you're going to assist with in advance. Arrangements which both parties are comfortable with. For example; payment for shopping, where a bank transfer would reduce the risk of contamination.</p>	<b>See Shopping Guidance Notes 002 &amp; 003</b>
6.	<p><b>Our threshold policy when visiting;</b></p> <ul style="list-style-type: none"><li>• <b>Wear a mask (gloves are optional)</b></li><li>• <b>Place your delivery near their door, but not as a trip hazard.</b></li><li>• <b>Ring the bell and step back 2 meters</b></li><li>• <b>Announce clearly who you are.</b></li><li>• <b>Carry your photo ID; if the person cannot read your ID from a distance, suggest they go inside and hold it up to a window to be read.</b></li><li>• <b>If you have time, ask them how they are.</b></li><li>• <b>Sanitise your hands regularly during your task.</b></li></ul>	This is our 'threshold policy'

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7.	Send your Coordinator a brief message via WhatsApp of each task / visit; giving the date, time, what happened, and any ongoing actions. This feedback will help to understand the level of support <b>BradTog</b> volunteers are providing and any fact checking needed in the future.	<b>Coordinators will keep an Activity Log</b>
8.	You may wish to keep in contact with someone, without having to refer back through the system each time. This is fine, but do be guided by the person's needs; ask them if an occasional phone call would be appreciated.  We advise that you log any <b>visits</b> to any households, regardless of the reason, with your Coordinator.	
9.	If you don't make contact and have concerns about the welfare of some, refer to our <b>Guidance Note 004 No Answer at the Door.</b>	<b>See Guidance Note 004</b>
10.  SE	We will assist with other strategies, if someone becomes overly demanding or overly dependent. Do not commit to anything you are uncomfortable with. If in doubt refer to your Coordinator	

### Other Guidance Notes

- **002 COLLECTION of PRE-PAID Groceries & Goods (inc prescriptions)**
- **003 SHOPPING and reimbursement advice**
- **004 NO ANSWER at the DOOR**