



# COPTHORNE VILLAGE SUPPORT GROUP

A COVID-19 Village Support Group led by Worth Parish Council and  
village organisations

## General Advice to Volunteers

### What Volunteers Can Do:

- Shopping
- Dog Walking
- Collect Prescriptions
- Taking/Collecting from the Local Post Office
- Other Local errands capable of being conducted over the doorstep
- Telephone Buddying

### What Volunteers Cannot Do:

- Enter the Homes of Clients
- Provide personal care
- Handle personal or valuable items
- Handle Bank cards or PINS

### Further Advice:

- Do not enter people's homes or cars
- Arrange a password with your client on first contact
- Abuse to clients will not be tolerated
- Always let someone else know where you are going and time of expected return
- Keep a mobile phone on and with you at all times
- Do not share personal details of clients or other volunteers
- Have photo ID with you and be ready to show it to clients
- Do not take or share photos of clients or other volunteers without permission
- Be aware of GDPR guidance regarding personal data
- Do not over commit yourself

If at any time you develop symptoms or think you may have been in contact with someone who has, isolate and follow the latest PHE advise and inform your co-ordinator.

CVSG volunteers are all unpaid, they are not DBS checked and have no medical or specialist training. Common sense and a caring attitude is our compass. Both volunteers and clients should follow the latest prevention advice at all times. **In particular the regular washing of hands and observance of the 2 metre distancing practice.** Wear gloves when walking dogs, disposable are advised where possible. Leave shopping at entrance doors, avoid physical contact in receiving or handing over items. If clients wish to complain or recognise a volunteer please call 01342 713407. Additional support information is available to you on the Volunteer Facebook page 'CVSG Information'.

## THANK YOU FOR VOLUNTEERING