



## Marazion Covid Support Group Volunteering and Staying Safe Guide

The Marazion Covid Support Group has been set up by volunteers working in association with Marazion Town Council, Marazion Churches Together and Marazion Chamber of Commerce.

Our **01736 339282** Helpline will be monitored every day between 8am and 8pm until the Covid pandemic emergency has subsided. Outside these hours please leave an answerphone message which will be dealt with as soon as possible

This dedicated Marazion Helpline number is for non-urgent calls for support from anyone living in Marazion who is self-isolating, housebound or otherwise vulnerable; who does not have existing arrangements in place or an alternative offer of help from family, friends or neighbours.

Our volunteers are here to make sure everyone in our community is safe and cared for during this health emergency.

If you need medical assistance or advice use the [NHS 111 online Coronavirus service](#) Only call **111** if you can't get online, your symptoms worsen, or you have been instructed to. Call **999** if you believe someone's life is at risk.

### Keeping Marazion up to date with important information

If you use facebook PLEASE join the Marazion Covid Support Group to keep up to date with up to date information about the voluntary effort in Marazion:

<https://www.facebook.com/search/top/?q=marazion%20covid&em=1>

This facebook page will post trusted information from Marazion and Cornwall Council and from Official Government Office sources including the NHS, Public Health England or the Department of Health and Social Care (and perhaps occasionally interspersed with some light-hearted snippets to help us keep our spirits up).

Important information from Marazion Town Council is also published on the Covid 19 page of Marazion Chamber of Commerce website at: <https://www.marazion.info/covid-19-community-support/>

### Contacting us

Please **do NOT** use facebook or messenger to ask for support as your details will be in the public domain and what you're asking for will not be confidential.

For support or general enquiries always call the **01736 339282** helpline number.

Contact us by e-mail at: [mz covidgroup@gmail.com](mailto:mz covidgroup@gmail.com)

# Coronavirus: How to help safely

The guidance that follows includes information that has been directly copied from the Government Cabinet Office advice published on 26th March 2020. This document will be updated if official guidance changes.

## Introduction

The single most important action we can all help, in fighting coronavirus, is to stay at home in order to protect the NHS and save lives.

You should only leave the house for one of four reasons, and one of these is to provide care or to help a vulnerable person. Even when you are doing this, you need to do so safely. You should be minimising time spent outside of the home and ensuring you are always at least 2 metres (6 feet) apart from anyone outside of your household.

This guidance outlines how you can help and importantly, how to do this safely.

### 1. Can I help?

You can only provide support to people who are in isolation if you fulfil **ALL** of the conditions below:

- You are well and have no symptoms like a cough or high temperature and nobody in your household does
- You are under 70
- You are not pregnant
- You do not have any long-term health conditions that make you vulnerable to coronavirus.

### 2. Who can I help?

You can help households who are isolating. This could include friends and family members as well as your neighbours.

If you want to volunteer to help in your local community please e-mail Marazion Covid Support Group at [mzccovidgroup@gmail.com](mailto:mzccovidgroup@gmail.com) or call us on 01736 339282. This group has been set up by volunteers in Marazion to help coordinate support for anyone living in Marazion who is self-isolating, housebound or otherwise vulnerable; who does not have existing arrangements in place or an alternative offer of help from family, friends or neighbours.

Always remember, you should only provide support in person where it is essential for the health or care of a vulnerable person.

Deliveries to addresses with house names instead of street numbers are sometimes hard to find. Simply enter the house name and Marazion onto this Cornwall Interactive Map and it will be pin pointed straight away.

<https://map.cornwall.gov.uk/website/ccmap/?zoomlevel=7&xcoord=151826&ycoord=30558&wsName=ccmap&layerName=>

### **3. How can I help safely?**

The single most important action we can all take, in fighting coronavirus, is to stay at home in order to protect the NHS and save lives.

When we reduce our day-to-day contact with other people, we will reduce the spread of the infection and save lives. This remains the case when you are helping others.

You should not go inside the homes of anyone you do not live with, especially vulnerable people or people who believe they may be infected and are isolating themselves. Breaking these rules could put you at risk of infection, or risk spreading it to others.

If you are picking things up for others, try to limit the amount of time you spend outside of your home by picking up essential items for them when you do your own shopping or collect their medicines during the same trip.

If you shop for other people the means of payment might be an issue. Preferably ask the person making the request for cash to pay for the shopping and give them the change. You could ask them to send you money for shopping by BACS. Using another person's bank card for purchases below £30 by 'swiping' or them giving the card PIN number is not recommended, but we acknowledge this may be the only viable option in these extraordinary times. It's a matter of the level of trust between you and the individual you are helping. Whatever method you use, it is essential to provide the till receipt to prove what you spent, and keep a copy by taking a photo on your phone to ensure you are protected from any allegations of theft at a later date.

We have some yellow reflective tabbards marked with 'Marazion Support Volunteer'. This helps to identify trusted shopping volunteers (and saves angry stares and explanations in supermarkets when you fill a basket with shopping for 6 people at a time).

You should stay at least 2m (6 feet) away from anyone you do not live with.

Do NOT share a car journey with them.

You should also regularly wash your hands with soapy water for at least 20 seconds.

If you have offered to help other people, please do not place yourself in positions where you may feel unsafe, for instance helping late at night.

You must also always adhere to our advice on how to stay safe.

If you or someone in your household has shown symptoms, or if you are more vulnerable to coronavirus yourself, then you must stay home. You still play an important role but will need to do this from home.

### **4. What can I do?**

There are many ways you can help friends or family as well as neighbours who are in isolation.

#### **4.1 Help with food shopping**

If people staying at home because of coronavirus need basic essential supplies you could do this yourself and leave the groceries on the person's doorstep. Try to limit the amount of time you spend outside of your home by picking up essential items for others only when you do your own shopping.

Or you could help those who aren't familiar with online shopping by placing an order for them or by talking them through the process over the phone.

#### **4.2 Collecting medication**

You can pick up medicines on someone else's behalf. People should only request medication that they need, in their usual quantities. Remember to keep a safe distance when leaving any items on the person's doorstep or drop off area, and make sure that they have collected the medication before leaving.

#### **4.3 Stay in touch over the phone or via social media**

Staying at home for a long time can be a lonely experience and may impact on people's wellbeing. Just saying hello and regularly checking in over the phone or by video-chat is important, or you could help people by recommending information from organisations like [Every Mind Matters](#).

#### **4.4 Encourage people to stay mentally and physically active**

People who have experienced staying at home have kept themselves busy with activities such as cooking, reading, online learning or watching films. Swap suggestions about how people you are supporting can keep themselves busy. If people are well enough, encourage them to do some light exercise and keep active around the home, perhaps by using an online exercise class.

#### **4.5 Share trusted sources of information**

It's easy to become worried by online information, some of which may be deliberately designed to mislead people. Help your community by sharing trusted information from the [NHS](#), [Public Health England](#) or the [Department of Health and Social Care](#).

### **5. What should I do if I'm worried about someone's health?**

Encourage anyone you are in touch with or supporting to use the [NHS 111 online Coronavirus service](#). They should only call 111 if they can't get online, their symptoms worsen, or they have been instructed to. Call 999 if you believe someone's life is at risk.

### **6. How to stay safe when accepting help from others**

Please refer to [guidance on staying at home](#).

If you are receiving voluntary help do not share financial details like credit/debit card numbers or personal information.

If someone you don't know calls at your home, always ask for ID and always ensure you are comfortable sharing details like your phone number or address. Only provide information on a need to know basis and if you have seen ID. Do not feel pressured into providing information. If you have doubts about those who are approaching you, and are concerned, it is advised that you don't engage, and report serious suspicious behaviour to the police.

Remember that genuine volunteers have been instructed NOT to enter your home.

## 7. Volunteering

Volunteering will be crucial in the response to coronavirus and people have not been stopped from doing this.

However, volunteering that requires going out of the house is now only permitted in certain circumstances. If you are well and are not at risk from coronavirus you can undertake essential activities including:

- Delivering food
- Helping people with their medical needs, such as picking up prescriptions
- Providing essential care or to help a vulnerable person or person(s), including through essential public and voluntary services, such as food banks, homeless services, and blood donation sessions

Voluntary organisations are supporting people across the UK in this time of high need, providing practical, emotional and social support.

**You can find volunteering opportunities in Marazion by contacting [mzccovidgroup@gmail.com](mailto:mzccovidgroup@gmail.com) or calling 01736 339282**

## 8. Your NHS needs YOU - Join the NHS Volunteer Responders

If you are able to volunteer beyond Marazion consider joining [NHS Volunteer Responders](#). This is a new group that will carry out simple, non-medical tasks to support people in England who have been asked to shield themselves from coronavirus because of underlying health conditions. They will be used by healthcare professionals to make sure people who are highly vulnerable to coronavirus (COVID-19) are able to stay safe and well at home.

### 8.1 Who can join and what are the tasks?

The NHS and social care urgently need people to join the NHS Volunteer Responders to do simple but vital tasks including driving people to and from hospital, and delivering food and medication. Volunteers will also support the NHS to transport equipment and supplies, and make regular phone calls to check on people isolating at home.

Please note, to comply with the UK's current 'Stay at Home' rules you can only volunteer to carry out those tasks which involve leaving your home if you fulfil ALL of the conditions below:

- You are well and have no symptoms like a cough or high temperature and neither does anybody in your household
- You are under 70
- You are not pregnant
- You do not have any long-term health conditions that make you vulnerable to coronavirus

[Read the guidance for those at increased risk of severe illness from coronavirus](#)

### 8.2 I need to stay at home – can I still help?

You can sign up as a telephone 'check in and chat' volunteer even if you are staying at home and you are in one of the groups listed above.

### **8.3 How do I join as a NHS Responder?**

[Register directly](#)

You will be asked to select from a list of tasks. Once your registration and checks are complete you will be sent details of how to receive tasks direct to your device. Local volunteer tasks will be pushed to your phone with an alert when you switch the app to 'on duty'.

### **8.4 Why has NHS Volunteer Responders been set up?**

It is vital that health and social care teams can easily match people who need help to self-isolate with ID-checked volunteers in a managed, England-wide system. This service aims to support people who have specific health conditions which put them at high risk from coronavirus. It will be used by doctors, nurses, social workers, care workers and others where there is no alternative local support for their patients, and will help to keep hospital beds available to those who need them most.

### **8.5 Is this different from helping out my neighbours and local charities?**

NHS Volunteer Responders is not intended to replace any local provision. It will provide a service where informal support is not available or where health and social care professionals do not have a way to refer people into those systems. It is being delivered by Royal Voluntary Service one of the country's largest and long-standing volunteering charities.

### **8.6 I am clinically trained – how can I volunteer to help the NHS?**

The NHS Volunteer Responders will not undertake clinical tasks. If you are clinically trained please visit the [NHS England website](#)