

Bury Meadow Residents Association Volunteering

To request or offer help in St James please go online to Exeter Community Wellbeing Team (<https://exeter.gov.uk/wellbeing>) or phone them on 01392 265000. If you need to contact us email ExeterStJames@gmail.com or if you do not have email phone Ali on 07792 996196 (10am - 5pm Mon to Fri).

Whilst we will do our best to match those needing help with neighbours offering help, any matches will be on a trust basis. Accepting or offering help is carried out at your own risk, please use your common sense in these circumstances and trust your instincts. Helpers should be over 18 years of age. For more information around helping others see the 'Coronavirus How To Help Safely' [government guidelines:](https://www.gov.uk/government/publications/coronavirus-how-to-help-safely--2/coronavirus-how-to-help-safely)

Guidelines for those offering help

- Please do not enter anyone's house and keep the recommended two metres distance from the person answering the door.
- Please let us know if you are no longer able to support the person you have been matched with or if they no longer require your support.
- Do not help if you, or anyone in your household, are showing symptoms of Covid-19: high temperature, persistent dry cough.
- Do not feel pressured into helping with anything beyond what you have agreed to.
- Keep up-to-date with / listen to the latest NHS and government advice.

Dog Walking

- It is recommended that dog walkers use their own lead or ask the owner to make sure the lead is safely wiped with disinfectant before handing over.
- A distance of two metres must be maintained between the dog owner and the dog walker at all times during handover and return.
- The dog walker helper could provide own bags for picking up dog poo, to reduce the amount of items they come into contact with from inside the dog owner's home.
- Whilst out remember to still observe the two metre rule with any other people you meet.
- Agree how long you will be walking the dog and how regularly (as applicable).
- The owner should give any necessary information to the dog walker e.g. 'do not let off lead.'
- Take a mobile phone out with you in case of emergencies.
- Wash your hands thoroughly with soap and water for 20 seconds afterwards

Check in calls

- Agree who is going to call who and at what time
- Be clear with the person how long you are able to talk for and, if applicable, how often.
- At the end of this document are a number of helplines that you could suggest to the person if they ask you for help.
- Agree that you will call/text if you are becoming ill yourself and unable to continue the check in calls
- If you become ill yourself and are unable to continue the check in call, please inform the Newtown Assistance Group.

Shopping

- Arrange payment method - do not take someone's card or offer to take cash out for them. Could you use a bank transfer?
- The person may have ordered and paid for the food in which case you only have to collect and deliver the food.
- If you **need** to handle cash always make sure that you wash your hands after.
- Take a mobile phone out with you in case you need to make contact.
- Wash / sanitise hands before and after shopping.
- Arrange an approximate time to drop off items.
- Always make sure there is a receipt to give to the person.
- Follow social distancing advice and don't take risks.
- Avoid public transport if at all possible. If not, take appropriate precautions.
- When dropping off items ensure you are keeping at least two metres away from the person answering the door.
- Agree that you will call/text if you are becoming ill yourself and unable to continue doing shopping. If you become ill yourself and are unable to do shopping, please inform the Newtown Assistance Group

Collecting Medicines

- Please read these [NHS guidelines](https://www.nhs.uk/common-health-questions/caring-carers-and-long-term-conditions/can-i-pick-up-a-prescription-for-someone-else) for collecting prescription medicines
 - <https://www.nhs.uk/common-health-questions/caring-carers-and-long-term-conditions/can-i-pick-up-a-prescription-for-someone-else>
- The medicine should already have been paid for.
- Ask the person you are assisting to remain contactable in case there is a query.
- Agree that you will call/text if you are becoming ill yourself and unable to continue to collect medicines.
- If you become ill yourself and are unable to collect medicines, please inform the Newtown Assistance Group.

GUIDELINES FOR THOSE RECEIVING HELP

All matches are carried out on a trust basis. The person offering help is a resident within the community and we have not carried out background checks. Please use your common sense and trust your instincts. If you have any concerns, please contact us or the Exeter Community Wellbeing helpline 01392 265000. Do not allow people to enter your home. If the person offering help is no longer able to support you, please get into contact with us or the Exeter Community Wellbeing helpline to request further support.

Please be respectful of the person offering the help and their time. Please do not ask them to do anything beyond the agreed task. Only call during office hours, unless you have agreed otherwise.

If you are having shopping delivered, please agree to the preferred payment method with the person helping you and do not give your card or your card details to them or ask the person to draw out cash for you. Make sure you receive the receipt. You may wish to sanitise non-porous items upon delivery, as applicable, and then wash your hands and surfaces.

If someone is dog walking for you, please offer to provide your own poo bags. Please disinfect your dog's lead if the walker does not have their own and again upon return. Agree for how long the dog should be walked for and agree to a regular time slot if applicable. Provide the dog walker with any necessary information - e.g. do not let off lead.

Please inform the person helping you AND the Bury Meadows Residents Association, if you no longer require their assistance.

Collecting Medicines

Please read the [NHS guidelines](#) for collecting prescription medicines

The medicine should already have been paid for.

Make sure you are contactable if there is a query.

HELPLINES AND FURTHER INFORMATION - IN AN EMERGENCY ALWAYS CALL 999

Visit Exeter City Council Corona Virus [Facebook Page](#) and [Website](#) for the latest updates
<https://exeter.gov.uk/clean-safe-city/community-safety/coronavirus/>

Domestic violence

Refuge Phone: 0808 2000 247 (24-hour helpline) or [website](#).

Splitz Devon Helpdesk: Team available 9.30 am – 4:30 pm. Tel: 0345 1551074

Mental Health: Mind the mental health charity [website](#) Tel. 0300 123 3393

The Samaritans Exeter Tel. 0330 094 5717

YoungMinds: Information on child and adolescent mental health. Services for parents and professionals. Phone: Parents' helpline 0808 802 5544 (Monday to Friday, 9.30am to 4pm) or [website](#).

Older people: Age UK Exeter [website](#) Tel. 01392 202092.

Relate: The UK's largest provider of relationship support. See [website](#). Tel. 0300 100 1234

Safeguarding - Anybody can raise a safeguarding concern by contacting Care Direct

If you are concerned that any **vulnerable adult** is experiencing abuse or neglect please contact:

Call **Adult Social Care** team on 01710 424000 9am-5pm Mon - Thur, 9am - 4:30pm on Fri. Or outside of hours call 01720 422699. If you think that you, or someone you know, is being abused or neglected you can raise a safeguarding concern by calling Care Direct on 0345 1551 007 or emailing csc.caredirect@devon.gov.uk

Care Direct is open Monday-Friday 8am-8pm and Saturday 9am-1pm Outside of these hours or on bank holidays call the Emergency Duty Service on 0845 6000 388 or email the address above.

For concern about **children and young people**, call the Devon Multi-Agency Safeguarding Hub or MASH on 0345 155 1071.