

VOLUNTEER INFORMATION AND HEALTH & SAFETY PROTOCOL

WHAT IS MUTUAL AID ROAD REPS CIC?

We are a community initiative created in reaction to the Covid-19 pandemic. We were originally 2 volunteer groups but we have now paired in order to reach more members of our community.

WHAT DO WE DO?

In short we help those within our community that are either self-isolating, or are at high risk of complications and are therefore being shielded from the virus. We are on call to help. We are able to collect shopping, pick up urgent supplies, have a friendly telephone chat or even post a letter.

HOW MUCH DOES IT COST?

Absolutely NOTHING, Mutual Aid Road Reps is a free, community based volunteering programme. We **DO NOT CHARGE** to help those in need and you will **NOT BE PAID** for volunteering.

WHAT IS A SHIELDED HOUSEHOLD & A SELF-ISOLATING HOUSEHOLD?

A shielded household means that someone within the home is at high risk if they were to contract covid-19. A self-isolating household means that someone within the home has either symptoms of covid-19 or has tested positive for covid-19.

On Thursday 22nd December 2020 the Shielded Protocol was reinstated for Clinically Extremely Vulnerable individuals.

SHIELDED HOUSEHOLD – PPE & VIRAL CONTAINMENT...

Because of the risk of viral transfer when shopping for a Shielded Household it is important to minimise the risk of viral transfer, it is therefore advised that you **wear disposable gloves**.

It's important to remember that Covid-19 can survive on metal and plastic surfaces for up to 72 hours and will remain on paper & cardboard for 24 hours. When dealing with shielded households always assume that you pose a risk to them. We cannot afford complacency. And whilst [studies](#) have identified that there is only a miniscule chance of catching the virus in this way, we don't want any of our volunteers or those we are assisting to become a statistic. For guidance on dealing with someone who has tested positive for Covid please see page 2 of this guidance.

SHOPPING / FOOD PARCEL PROTOCOL...

Where possible we ask that self-isolators & shielded households order an online shop for you to collect, but as this is only possible if they have access to online facilities we appreciate this won't always be an option.

IT IS IMPORTANT THAT YOU DO NOT ASK FOR ANYONE'S BANK, CREDIT/DEBIT CARD DETAILS – ANY REMUNERATION FOR EXPENDITURE MUST BE MADE IN WRITING BY PROVIDING THE HOUSEHOLD WITH A COPY OF THE RECEIPT AND YOUR BANK SORT CODE & ACCOUNT NUMBER. WHERE CASH IS EXCHANGED IT MUST BE DONE USING ENVELOPES AND EXACT CHANGE WHERE POSSIBLE. IN BOTH INSTANCES ENSURE YOU KEEP A COPY OF THE RECEIPT FOR YOUR RECORDS AND WHERE APPROPRIATE FORWARD A COPY TO US. FOR POSITIVE CASES PLEASE SEE PROTOCOL ON PAGE THE NEXT PAGE 2 OF THIS GUIDANCE.

SHIELDED HOUSEHOLD DELIVERY PROTOCOL...

Before you arrive at the shielded household separate the items into separate bags – **fridge goods, freezer goods, cupboard goods** and **vegetables**, writing on each bag identifying its contents i.e. Freezer / Fridge / Cupboard / Veg and then tie the handles on each of the bags. When you arrive at the shielded household **PUT ON NEW GLOVES** place the tied up bags by the front door. Ring the doorbell and step back 2 meters. When the self-isolator comes to the door explain which bag is which and if they have them to put disposable gloves on. Advise them to place the bags unopened in the appropriate places for a period of 3 days (i.e. freezer bag in the freezer, fridge bag in the fridge etc. If they cannot wait the recommended 3 days they should remove and dispose of all outer packaging whilst wearing gloves and then thoroughly wash their hands afterwards, they may also wish to sanitise all goods as necessary.

If the shielded household does not have any disposable gloves please pass this information on to us and if available we will provide them with a small stock. When you have said goodbye you may remove your gloves as per this video... <https://youtu.be/lqDmOzXGzEE> and use hand sanitiser, we have secured hand sanitizer for our volunteers along with face masks and gloves, if you are in need of a PPE kit please contact us. Kits are **free of charge** to active volunteers. You can order your kit here <https://forms.gle/3qEZXXmNn7i9NXe47>.

CAN I HELP WITH PUTTING SHOPPING AWAY?

NO, YOU MUST NOT ENTER ANOTHER'S HOME. If the person is too frail or is disabled and unable to pick up the shopping bag/s from their front door, the self-isolator should be referred to Medway Council for a Social Care Assessment on 01634 334466. If the home owner agrees you may be able to install a hook at a suitable height to hang a bag on, but this will be for you and the homeowner to agree upon.

WHAT IF SOMEONE IS ISOLATING DUE TO A POSITIVE TEST?

If we have been contacted by an individual/family who are isolating because one or more of them has tested positive, or they have been told to isolate because they have had contact with someone who has tested positive, you must not take cash in exchange for shopping/prescriptions etc. You must take all precautions to protect yourself with your provided PPE kit. Instead they can pay for their items using our new online **SHOP & DROP** service via our website <https://www.mutualaidmedway.org.uk>

SHOP & DROP

Our new service enables both shielders and self-isolators to have access to shopping, utility top up and prescriptions without the need to use cash. The process is extremely simple, you as the volunteer purchase the goods as normal and send a picture of the receipt to Kate using WhatsApp. Kate will then add a bespoke product listing to the website and either email or text the payment link to the individual to make payment using their debit card. If the individual does not have access to the internet we can take the payment over the phone and post the transaction receipt to them. You then simply drop the shopping and receipt to the shielder/self-isolator and complete this form <https://forms.gle/uGLJbUGTMhMkMPoUA>

PRESCRIPTION COLLECTIONS?

When collecting prescriptions it's important for you to have your volunteer ID card, if you have not yet requested one please message Kate directly with a headshot. She will check your ID has been confirmed and create a digital card, until a physical card can be printed. If you are asked to collect a **"Controlled Drug"** you will also need to take an accredited form of ID such as your Driving Licence, Passport or Bank Card.

Contact Details:

01634 907045

info@mutualaidmedway.org.uk

To help with our overheads please visit [our crowdfunder](#).

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#RoadReps #MutualAidUK #ViralKindness #SelfIsolating #Covid19UK #Shielded