

Reigate & Redhill Covid19 Mutual Aid

What Volunteers Can Do

Local volunteers can assist with:

- Shopping
- Dog walking
- Collecting prescriptions
- Taking things to/collecting items from post offices
- Any other local errands that can be conducted over the doorstep

What Volunteers cannot do:

- Enter the homes or cars of vulnerable people
- Provide personal care
- Handle personal or valuable items
- Handle bank cards or PIN numbers

Advice to volunteers:

- Do not enter peoples homes or cars
- Abuse of vulnerable people will not be tolerated and will be reported to the police.
- Always let someone know where you are going and what time you expect to be back
- Keep a mobile phone on you at all times
- Do not share personal details of beneficiaries or other volunteers
- Be prepared to show ID to the beneficiary if requested
- Follow GDPR rules regarding personal data.
- Don't over commit yourself – it's better to help a little and often than a lot but only once
- If at any point you develop symptoms or think you may have been in contact with someone who has then isolate yourself.

Advice to beneficiaries:

- Volunteers do not expect payment for their time – you should only pay for shopping or other expenses you would normally cover
- Before your volunteer goes shopping for you, agree how you are going to pay. **DO NOT pay in advance.** Shopping should not exceed £30 and ideally not £20
- Agree if you are happy to accept product substitutions and let your volunteer know if you have any special dietary requirements. We don't know what may be available when you make your request so flexibility is likely needed. You must check all received product ingredients.
- Do not invite volunteers into your property – shopping and other goods can be left on door steps to avoid infection
- If a volunteer is walking your dog then you should provide poo bags and other essentials. If necessary muzzle your dog before the volunteer arrives.
- Abuse of volunteers, verbal, racial, sexual or otherwise, will not be tolerated and will result in you being blacklisted and reported to the police.
- If you feel that a volunteer is behaving in an unacceptable manner then please report it to reigateandredhillmutualaid@gmail.com immediately

General infection control advice:

- Follow all World Health Organisation advice regarding infection control. Wash your hands regularly. There should be no direct physical contact between volunteers and beneficiaries
- Volunteers should wash their hands before and after every contact with a beneficiary
- Shopping should be left at front doors – cash can be left in an envelope to avoid contact or use a click and collect service

- If at any point you or a member of your household develop symptoms or you think you may have been in contact with someone suffering from COVID-19 then you should self isolate.
- When handling dog leads wear gloves. Disposable gloves are ideal and should be discarded after use. If not possible then wear re-usable gloves and wash immediately after use.

Important Notice

Reigate & Redhill Covid19 Mutual Aid is an informal group of local volunteers who are joining together for the benefit of all.

Beneficiaries should be aware that volunteers are not DBS checked for this purpose and have no medical or specialist training.

All volunteers are simply kind, community minded individuals who want to help out their neighbours at this time of crisis.

As such, common sense should be used by both volunteers and beneficiaries to keep everyone safe.

The administrators and organisers accept no liability or responsibility for any loss or damage howsoever caused, including to property, covid-19 infection or other matter resulting from contact between volunteers and beneficiaries.

The help of volunteers is accepted at beneficiaries' own risk.

redhillandreigatemutualaid@gmail.com