

### 14.3 COVID-19 Notes for all Telephone Coordinators

1. These notes aim to describe how we can best support the people in need in our two villages without increasing the risk to clients and volunteers. They are supplementary to our existing guidance for Telephone Coordinators.
2. We really appreciate your continuing help with the GNS during this crisis. But if you are scheduled to be Telephone coordinator, please notify Helen on **01509 890463 or 07952 862 681** if
  - you have coronavirus or
  - you are self-isolating with household members who have the virus or
  - you have been in contact with people with the virus or
  - you no longer wish to be a telephone coordinator

I will arrange for another Telephone coordinator to take your place.

3. When receiving the GNS telephone, please wipe the box, charger and blue folder. For your own safety, please sanitize the phone. **DISCONNECT THE PHONE BEFORE SANITISING IT!** Then wipe it with a lint free cloth and a drop of 70% hand gel or tech friendly alcohol wipe or similar. Don't use abrasive cloth or paper towel. Don't wipe excessively. Please don't spray it or get liquid into it. It will have been sanitized by the previous TC but this is a double precaution.
4. From October 1<sup>st</sup> 2020, we are offering some, or all, of the following services:
  - Driving to essential medical appointments
  - Driving to all medical appointments
  - Driving to social appointments (e.g. hairdresser)
  - Telephone befriending
  - Mini errands – e.g. posting letters, collection of prescriptions and prepaid shopping as requested by an individual. Volunteers do not handle money.
  - Small gardening jobs, where social distancing allows
  - Small DIY jobs, where social distancing allows
  - Pet assistance including dog walking, where social distancing allows
5. The COVID-19 situation is changing all the time and the UK and Local government guidelines change accordingly. To more easily adhere to these guidelines, the services we offer at any one time will be indicated on a traffic light list at the front of the Blue folder – Green for yes, Red for no. We will publicise changes on the GNS web site and Facebook page.
6. In addition to the jobs above, Miranda organises a rota of volunteers to collect and deliver pre-paid shopping from Agora. Clients order and pay for goods directly with the shop. Volunteers do not handle money. You do not need to do anything unless a volunteer phones to say they cannot do their delivery. If so, please ask another volunteer (one who is flagged 'Y' for errands) to do the delivery. Give them the full details of the job and mark this on the job sheet. Rota details are filed in plastic wallets in section 12 of the Blue folder. If you cannot rearrange, please let the shop know.

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7. Until September we also organised a rota for delivery of prescriptions from Oakwood pharmacy. Our help is not required by the pharmacy at the moment but we would reintroduce it if needed.
8. If a client phones in to say they are feeling unwell and don't know what to do then direct them to the 111 NHS service.
9. When a client requests befriending, pass their details on to the befriending team by calling the Befriending team phone on **07951 850 452** as at present. You do not need to raise a job sheet for this.
10. When a client phones to request any form of help, please check the traffic light list to see if this is a green light service. **If it is not, we cannot offer support at this time.** The job sheet has been revised with this question.
11. When a client phones to request a lift, please ask the following questions. If 'Yes' to any question we cannot offer a lift. It would put our volunteers at risk.
  - Do you have a new continuous cough?
  - Do you have a high temperature – you feel hot to touch on your chest or back?
  - Have you been in contact with anyone you know to have the Coronavirus?
12. When a client phones to request a lift, please inform them that the GNS requires all passengers to wear a face covering. Ask the client if they have their own face covering or would like a free disposable mask for themselves and / or carer, to be given to them by the driver. The volunteer driver will be wearing a face covering. (See the Guidance to drivers in 14.2). **Also, please inform the client of the charge (refer to the Estimated Distances and Costs list in section 5) and ask them to provide the exact fare in an envelope and give it to the driver at the end of the journey.**
13. Inform the volunteer driver whether they need to provide a free disposable mask for the client and /or carer.
14. Supplies of the reusable face mask for volunteers and disposable masks for clients are in the Telephone Coordinator's striped bag along with the GNS phone and Blue folder. Please let **Helen** know if supplies are getting low.
15. **Please remind the driver that at the end of the journey the client will give them the exact fare (as stated by the Telephone Coordinator at time of booking) in an envelope. When the driver gets home and is able to wash hands safely, they should deduct their portion, fill in the brown envelope (NO CLIENT SIGNATURE IS REQUIRED) pop in the client's fare and deliver it to Judith or Miranda.**

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16. When a lift is requested and a wheelchair is to be transported, please make this clear when contacting volunteer drivers. They may need to assist the client. Volunteers willing to take wheelchairs are marked clearly on the Driving job list, but the volunteer needs to be given full information before accepting the job.
17. When a lift is requested and it meets the criteria and a volunteer has been found, you must emphasize to both the volunteer and the client that they must let GNS know if they become unwell (cough, high temperature, shortness of breath) or have been in contact with a sufferer prior to the job. You must also emphasize to the volunteer that they should double check this with the client prior to the lift.
18. If you are unable to find a volunteer driver for a medical appointment, suggest to the client that they call NHS Volunteer Responders on **0808 196 3646** or Patient Transport on **0345 241 3012** (NB. They will have to meet certain criteria to be offered a lift through this service).
19. If a volunteer calls the GNS phone to register that they are self-isolating, please mark this on the volunteer job lists, with the date and your initial. If they are scheduled to do a job (driving or shopping delivery), please reorganize if possible, mark it on the job sheets and notify the client. If they are a befriender, please let Befriending know on **07951 850 452**.
20. If a volunteer calls the GNS phone to change the jobs that they are prepared to do, please make the amendment on the Volunteer job lists and date and initial it.
21. If someone phones to volunteer, you may give them Sue Young's email address – [susan.m.young@btinternet.com](mailto:susan.m.young@btinternet.com). Sue prefers this to the website email.
22. Please wipe clean the Blue folder, charger and box before handing it on to the next TC.
23. Please sanitize the phone before handing it on. **DISCONNECT THE PHONE BEFORE SANITISING IT!** Then wipe it with a lint free cloth and a drop of 70% hand gel or tech friendly alcohol wipe or similar. Don't use abrasive cloth or paper towel. Don't wipe excessively. Please don't spray it or get liquid into it.
24. Finally, many thanks from the steering group for continuing to help at this time. Stay safe.