

PRACTICAL TEAM

Requests for support for shopping or prescriptions will be given to the team member within the area

We want to ensure that all members of the team are looking after themselves as much as the people they are supporting. As a result of this we have put together guidelines to ensure the safety and wellness of everyone involved:

- 1) Ensure you have hand gel or facilities to wash your hands as regularly as possible, we ask that in between deliveries you wash your hands thoroughly
- 2) Please call the person you will be delivering to, introduce yourself as this is a worrying time for everyone. Following this inform them of ETA and the cost of the goods.
- 3) When dropping off items to a household: ring the doorbell, place items on the doorstep and **do not go inside**, we are asking them to leave money in an envelope or similar on the doorstep
- 4) We will ask for people to place money in an envelope and leave this on the doorstep, or pass it through the letter box upon your arrival. We will also be asking people not to open their front doors until you have left the premises. We are asking that people round up the cash they are giving, I have informed them this will be used for: petrol costs, help for others or returned as an offering to Renewal. Please only use extra cash in these ways.

REPORTING PROCEDURE

We want to ensure that all team members are looked after in every way possible, in order to do this we are going to implement a reporting procedure for all team members.

We ask that you:

- 1) Screenshot the request you have been sent, including the address and name of the person.
- 2) Photograph the receipt
- 3) Photograph the delivery by the persons front door
- 4) Photograph the exact money you have received for the delivery
- 5) After each delivery please send all of the above photos to Lyndsey

In the unfortunate instance that Lyndsey can no longer operate within this team, she will communicate to you who you should then send this information to and report to.

YOUR HEALTH

We ask that if you have any illness that you do not report for duty, your health and safety is paramount within this.

If you are unsure whether you should self isolate please use the following NHS symptom checker: <https://111.nhs.uk/covid-19/>

Additionally, if you need information about staying home please read the following: <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

If you have any further questions please contact Lyndsey on 07539988391