

Covid-19 Guidance for communities In Gwynedd

Gwynedd Council and Mantell Gwynedd are working together to provide guidance for communities who want to come together during this time. This pack offers examples of resources that can be used by community groups should they wish to do so.

***We would like to extend our thank you to Anglesey Council and Medrwn Mon for the original document.**

Support to Volunteers and Community Groups

Covid-19 support teams are currently being developed across the county by willing individuals who want to help.

A list of the current support available by volunteers and local groups can be found on Gwynedd Council's website (directory)

www.gwynedd.llyw.cymru

The aim of these groups will be to provide support in the event of someone self-isolating and in need of food or hygiene essentials. All community members who are kindly offering their support will have varying availability and may not be able to respond immediately.

Volunteering

If you are in a position to help others, and if it's safe for you to do so, please register with the coronavirus volunteer bank – via Gwynedd Volunteering Centre, Mantell Gwynedd.

Follow the link to Mantell Gwynedd www.mantellgwynedd.com

Phone 01286 672 626 or email Gwirfoddoli@mantellgwynedd.com

If you would like assistance to set up a network or group that responds to the coronavirus please contact the Gwynedd Supporting Communities Team

Current Government guidance

The Government have recognised that volunteer action will be crucial in the fight against coronavirus.

Volunteering to assist will entail leaving your home. If you are healthy then you will be able to undertake tasks such as

- Supplying food
- Assist people with their medicinal needs
- Ensure that the vulnerable people in your community are safe and comfortable

For full guidance, please follow the link below:

<https://llyw.cymru/iach-a-diogel?>

Your safety

Please follow relevant health and safety guidelines.

You will be aware that many of those you are helping have been infected and that there is real risk. Do not enter the homes of clients. You should not have any physical contact with clients, and if you touch anything that has been touched by the client, wash and sanitise your hands before touching anything else. Leave any goods on the doorstep and put anything that is given to you in a clean plastic bag.

Please follow the link below for more information on how to protect yourself and others:

<https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/self-isolation-advice/>

Joining a local buddy scheme

Many buddy schemes have been set up across Gwynedd. Please see the directory to see what's been set up in your local area.

<https://www.gwynedd.llyw.cymru/en/Residents/Emergencies/Helping-people-and-communities.aspx>

If there is no provision in your local area then you might want to consider setting up a group to fill the gap in your community to ensure support is available for those that are vulnerable.

Setting up a new buddy scheme in your community

If you would like to set up a new network or group that can provide support for your local community and need assistance and help doing this, please contact the Gwynedd Community Support Team.

Gwynedd Supporting Communities Team Manager

lindseyellisedwards@gwynedd.llyw.cymru 01286 679 164

Ogwen Supporting Communities Officer 01248 605 276

dafyddeinionjones@gwynedd.llyw.cymru

Gwyrfai Supporting Communities Officer 01286 882 968

rhianelingorge@gwynedd.llyw.cymru

Dwyfor Supporting Communities Officer 01758 704 120

alyslloydjones@gwynedd.llyw.cymru

Meirionnydd Supporting Communities Officer 01341 424 504

gwenelunedevans@gwynedd.llyw.cymru

Service

- You should always make arrangements before calling with a beneficiary and there should be a clear way of confirming the identity of the volunteer.
- Use your wisdom, if the task appears to be unreasonable, unsafe or too much you have the right to refuse.

Transport

Please check that your car insurance is in order and that you are covered for voluntary work. No additional cover has been arranged and policies do vary.

Care with money

One of the main concerns will be how to get supplies to a household that are self isolating. These goods need to be paid for. Try to avoid exchanging ready cash to reduce the chance of people becoming infected.

Payments can be made through electronic banking systems, over the phone payments and online. Many local shops accept payment via card over the phone.

To generate evidence of cost purchase and delivery the volunteer could use a mobile phone to take a photo of the good and receipt and send to the beneficiary. If the beneficiary is confused or hasn't got a mobile telephone, they could nominate a trusted family member or friend to ensure transparency.

One designated volunteer co-ordinator could take payment via Paypal over the phone from the beneficiary and then make a transfer to the volunteer that completed the task.

No task should be done that puts the volunteer or beneficiary in an uncomfortable position such as drawing money out of cash point or drawing pensions etc.

It is also good practice to tactfully refuse any personal gift offered to them by anyone they're shopping for.

Keeping personal information safe

You will inevitably be receiving and sharing personal and sensitive information about people at this time in order to help them.

Data protection rules do not stop you from doing so but you need to consider the following:

- You need to tell people about what you are doing with their personal information
- You need to have a lawful reason for handling their personal data (eg consent, risk to health and safety or risk to life)
- You should take particular care if you are handling sensitive information such as health records, race, ethnicity or religion.
- Remember to keep the information secure when not in use e.e. keep your laptop/tablet/paperwork in a locked cupboard.

- Share information securely – remember to check email addresses/password protect documents.
- Back up your information. Online storage is available or keep a copy on a separate USB drive.
- Only use and keep what you need to provide help to vulnerable people
- When the emergency is over, make sure that you and your volunteers securely delete or destroy any information that you no longer need.
- Try and keep a record of any decisions you have made that involve the use of personal information.

Good practice

If the task of shopping for every individual/home is becoming a burden on volunteers, consider preparing preprepared Essentials boxes at a set cost of £10 or £20.

This will also make payment simpler

It is likely that many vulnerable adults needing support do not have access to social networks. A facsimile through the mailbox with a direct phone number would be more useful

The Whats app group for volunteer groups is a good way of ensuring that tasks are carried out and that communication is possible on a regular basis in order to be able to prioritise and discuss emerging issues

Example of Risk Assessment you may want to consider

Tasg/ ardal i'w asesu/ Task/area to be assessed: COVID 19 – COMMUNITY RESPONSE TEAM						Dyddiad Adolygu/Review Date:		Lleoliad/ Location		Dyddiad Terfyn/ Deadline	
Swyddog Asesu/ Assessing Officer		Dyddiad/Date:		Dyddiad Adolygu/Review Date:		Lleoliad/ Location		Dyddiad Terfyn/ Deadline		Dyddiad Terfyn/ Deadline	
Peryglon Sylweddol/ Significant Hazards	Pwy sy'n gallu cael eu brifo a sut? Who might be harmed & how?	Sut mae'r risg yn cael ei reoli ar hyn o bryd? How is the risk currently controlled?	Lefel Risg Dechreuol/ Initial Risk Level			Pa gweithrediad sydd angen i lleihau y risg ymhellach? What action is required to further reduce the risk?	Lefelau risg gweddilliol ar ôl systemau rheolaeth? Residual risk level after controls?			Gweithrediad gan Bwy/ Action By Whom	Dyddiad Terfyn/ Deadline
			Tebygoliaeth Likelihood	Llymder Severity	Lefel o Risg Risk Level		Tebygoliaeth Likelihood	Llymder Severity	Lefel o Risg Risk Level		
<p>Coronavirus is a viral disease that can cause coughing, fever and difficulty breathing. It can be more severe in older people, those with weakened immune systems and some long-term conditions like diabetes or cancer.</p> <p>Community response teams will be delivering essential items to those who are in self isolation.</p>	<p>Older people and those with underlying health conditions who will be in self isolation.</p>	<p>All volunteers have been given clear instruction to</p> <p>Avoid any physical contact with anyone who is in self isolation.</p>	2	3	6						

<p><u>Contamination</u></p>		<p>All supplies delivered will be left on the doorstep</p> <p>Gloves will be worn when knocking on the door or ringing door bell to alert person of arrival</p> <p>Please be mindful that some people may not hear door knocking.</p> <p>Gloves need to be disposed of after each visit when knocking doors or ringing door bells..</p> <p>Carry plastic bag in the vehicle to dispose of any used gloves</p> <p>Money transactions will be made either through bank transfers or cash, preferred method. would be bank transfer.</p>				<p>If persons open the door whilst you are delivering you must ask them to kindly close the door till you have left and in safe distance away from them.</p> <p>Volunteers to visually check that persons have taken the supplies to the house.</p>					
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<p><u>LONE WORKING</u></p> <p>Volunteers will be lone working when delivering emergency supplies to those in self isolation.</p>	<p>Risk of ill health in isolated areas</p> <p>Road traffic incidents</p> <p>Vehicle breakdown</p>	<p>All volunteers have use of own mobile phone</p> <p>Introduce lone working buddy system between the volunteers they should buddy in pairs contacting each other frequently.</p>				<p>Advise volunteers to confirm attendance at beginning of shift and confirm when they are finished for the day via text to coordinator</p> <p>Ensure coordinator has access to all mobile phone numbers.</p> <p>Coordinator to adopt volunteer attendance register, to sign in and out</p>					
<p><u>PERSONAL PROTECTIVE EQUIPMENT</u></p>		<p>Disposable gloves</p>				<p>Hand sanitizer or wipes if available.</p> <p>Personal First aid kits if available</p>					

Example letter to residents:

Dear Friend,

As you will be aware the world is currently suffering a healthcare pandemic. We are here to help you if you require. As a great many local residents are either elderly and / or vulnerable, we wish to put into action a plan to keep everybody in communication, everybody supplied with food and other necessities or just at the end of the phone for a friendly chat.

If you are showing any signs or symptoms of the publicised condition, please remember to follow current Government advice for self-isolating you and your immediate family and go to www.nhsdirect.wales.nhs.uk/COVID19/ and follow the specialist medical advice.

Below is a list of names and telephone numbers and next to those details are the areas that particular individual or individuals will be covering as volunteers.

If you are in need of any shopping or any kind of supplies please feel free to call the relevant person. Please bear in mind that if you do not get in touch first time that person is probably dealing with another individual. Therefore please leave your name and number and we will get back you as soon as we can.

Everybody's names, numbers and areas to be covered.

Disclaimer:

This is a support network for people organising in their communities. Local support groups are not directly affiliated with Covid-19 Mutual Aid UK and we are not accountable for their activities.

PLEASE NOTE: This group is run entirely by volunteers and not medical professionals. We're all community members and groups wanting to support the most vulnerable with errands, information distribution and emotional comfort.

Below is a template you may want to use

NAME OF VOLUNTEER	TELEPHONE NUMBER	Steet / Village / Area
Names	Contact Details	AREA/S VOLUNTEER WILL COVER

Postcards.

We have found these simple postcards (**below**) to be of great use.

You can deliver one of these cards through a neighbour / friend's door to offer your support. Please follow the instructions that are given on the bottom of the postcard and has been reinforced below:

'Coronavirus is contagious. Please take every precaution to ensure you are spreading only kindness. Avoid physical contact (2m distance). Wash your hands regularly. Items should be left on your doorstep.'

HELLO! HELLO! Os yn hunan-ynysu, rwyf yn gallu helpu.
If you are self-isolating, I can help.

Fy enw yw
My name is

Rwyf yn byw yn
I live locally at

Fy rhif ffôn yw
My phone number is

Os yn hunan-ynysu oherwydd COVID-19, rwyf yn gallu helpu gyda:
If you are self-isolating due to COVID-19 I can help with:

<input type="checkbox"/> Nôl eich siopa Picking up the shopping	<input type="checkbox"/> Postio Posting mail
<input type="checkbox"/> Sgwrs ar y ffôn A friendly phone call	<input type="checkbox"/> Cyflenwadau brys Urgent supplies

Ffoniwch/anfonwch neges destun ataf a byddaf yn gwneud fy ngorau i'ch helpu (am ddim!)
Just call or text me and I'll do my best to help you (for free!)

Mae coronafeirws yn heintus. Cymerwch bob gofal i sicrhau mai dim ond caredigrwydd rydych yn lleadaenu. Dylid osgoi cyswllt corfforol (pellter 2m). Goichwch eich dwylo yn rheolaidd. Dylid gadael eitemau ar garreg eich drws.

Coronavirus is contagious. Please take every precaution to ensure you are spreading only kindness. Avoid physical contact (2m distance). Wash your hands regularly. Items should be left on your doorstep.

HELLO! HELLO!

Os yn hunan-ynysu, rwyf yn gallu helpu.
If you are self-isolating, I can help.

Fy enw yw

My name is

Rwyf yn byw yn

I live locally at

Fy rhif ffôn yw

My phone number is

Os yn hunan-ynysu oherwydd COVID-19, rwyf yn gallu helpu gyda:

If you are self-isolating due to COVID-19 I can help with:

Nôl eich siopa
Picking up the shopping

Postio
Posting mail

Sgwrs ar y ffôn
A friendly phone call

Cyflenwadau brys
Urgent supplies

Ffoniwch/anfonwch neges destun ataf a byddaf yn gwneud fy ngorau i'ch helpu (am ddim!)
Just call or text me and I'll do my best to help you (for free!)

Mae coronafeirws yn helntus. Cymerwch bob gofal i sicrhau mai dim ond caredigrwydd rydych yn lledaenu.
Dylid osgoi cyswllt corfforol (pellter 2m). Golchwch eich dwylo yn rheolaidd. Dylid gadael eitemau ar garreg
eich drws.

Coronavirus is contagious. Please take every precaution to ensure you are spreading only kindness. Avoid
physical contact (2m distance). Wash your hands regularly. Items should be left on your doorstep.

Useful Contact Details

If you would like support to establish a community effort / community group in your local area please contact the Supporting Communities Team (contacts above) or through **Galw Gwynedd: 01766 771000**

If you wish to volunteer or need to recruit volunteers please contact

Canolfan Gwirfoddoli Gwynedd: 01286 672 626

Mantell Gwynedd: www.mantellgwynedd.org

Rhif ffon: 01286 672 626

E-bost: [ymholiadau@mantellgwynedd.org](mailto:yholiadau@mantellgwynedd.org)