



Guidance for Carers who need support from our volunteers during the Coronavirus

Receiving Help with your Shopping

- If you need help with your shopping from a volunteer only ask the volunteer to just buy you the essentials and write a list, so you are only dealing with a small amount of money. Pre-order and pay via card for your goods if possible
- Ideally do not make cash payment in advance of shopping being collected, agree an approximate cost in advance and pay once you have received your shopping and seen a receipt unless already paid for.
- Ideally ask for the shopping to be left on your doorstep or if this is not possible keep at least two metres (three steps) away from each other. **Never** allow a volunteer to enter your home.
- **DO NOT** hand your credit or debit card to anyone **never** write your PIN number down or give it to anyone else.
- Wash your hands as often as possible using soap and hot water.

Receiving Help with Collecting Medication

If you need to collect medication but you cannot get out because you are self-isolating then initially phone your pharmacy or check online to see if they can deliver. If your pharmacy cannot deliver your medication and you need the help of a volunteer then ring ahead to let the pharmacy know that a volunteer will be collecting your medication.

Receiving Befriending Phone Calls

Our telephone befriending volunteers call for a social chat only and to keep you in touch with the outside world. A friendly voice to chat to can make a huge difference to your day just a little reminder that you are important and we at Carertrust East Midlands care about you. Our volunteers cannot give information and advice but can with your permission pass your details to the Carers Hub who will make contact and support you. Never give out your personal details such as your date of birth address or your bank details to anyone over the telephone.

Checking Identification

If you are expecting one of our volunteers and they have an identification card, then you are advised to check their identification. Do not rely on a telephone a visitor may give as they may not be genuine. You can verify their identity, by ringing Carerstrust East Midlands using the telephone number listed in the phone book or on the internet which are as follows

0115 8246666 volunteer line, 0115 8248824 Carers Hub Line or Carerstrust East Midlands main number 0115 9628920

Our Volunteer Coordinator is Sue Cain 07860957571

Volunteerservice@carerstrustem.org

A member of staff will be able to confirm the volunteer's identity and confirm their ID password.

If you have any concerns or suspicions, then ask the caller to leave and close and lock your door.

Password

If you are arranging for a volunteer to come and help you, then we will agree a password with you over the telephone so that when the volunteer come to help you, they can state the password to verify that they are the volunteer from Carerstrust East Midlands Volunteer Service.

Social Media

If you have been requesting help from volunteers in the community by posting requests for help on Facebook, and including personal details such as address and phone number, remember including your personal information in your posts could make you vulnerable to identity fraud or scams. We strongly advise you to be mindful about the amount of personal information included in public posts.

Email: volunteerservice@carerstrustem.org

Tel: 0115 8246666

Mobile: 07860 957 571

Web: www.carerstrustem.org/volunteer

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