



Advice to those at risk or in self isolation

Helping out Alnwick Town-COVID19-Mutual Aid UK is group of local volunteers, co-ordinated by Alnwick Town Council, who are joining together to keep the whole town as safe as possible in the current Covid-19 crisis.

Everyone involved is a volunteer, simply a kind, community minded individual who wants to help their neighbours at this time of crisis. All have offered their service freely and neither expects, nor should be offered, any payment or recompense for their help. Most volunteers have not been DBS checked and have little or no medical or specialist training. They will, however, give general advice and support at this very difficult time. They are also able to seek more specialist advice and assistance where this is needed. They will not be able to enter your home or have any physical contact with you. Please do not invite volunteers into your property and avoid any physical contact. Any deliveries can be left on the doorstep to avoid infection.

All volunteers have been given advice on the support they can give. This list will almost certainly change as circumstances develop but at the moment consist of:

- Leafleting
- Identifying the most vulnerable in the area and making contact whilst maintaining social distance. Communication will usually be by phone, text or email, and will be an ongoing activity.
- Befriending
- Dog walking
- Collecting or posting mail
- Helping provide emergency food packages

- Recommending other appropriate services or support. This will usually be done through the sector coordinator
- Putting bins out for collection
- Collecting prescriptions
- Identifying people who have more sensitive needs and relaying these to your sector coordinator, who will be able to refer these, through the Alnwick Town Council coordinator, to more specialist and trained workers.

There are a number of things **we have asked them not to do**, such as

- Personal shopping
- Conducting any financial transactions including the use of debit/credit cards or PIN numbers
- Providing personal care
- Any cooking
- Making any close personal contact, such as entering people's houses or cars.

Please treat our volunteers with the utmost respect, as they will treat you. Please do not become upset if you find there are things, they cannot do for you. All your requests will be referred upwards to the sector coordinator and the Alnwick Town Council Centre, who will do what they can to help.

These are difficult times and will probably get more difficult. They are times in which people may react in unexpected ways, but, through common sense and mutual respect, volunteers, those who must self-isolate and those most at risk in Alnwick can help keep each other safe.

Contact details:

If you need any support, have issues you would like to raise or questions to ask us we can be contacted:
e-mail: covida.alnwick@gmail.com • telephone: 01665 602574 or 07710 232780

Town Council website: alnwick-tc.gov.uk/

Town Council Coronavirus Facebook page: www.facebook.com/groups/715044325988446/