



## AHTT COVID – 19 response

### A practical guide

It's heartwarming to see the overwhelming response of support from the community in the face of a public health emergency.

A big thank you to all on behalf of AHTT.

We have compiled the following information for anyone who wants to help out during the COVID 19 pandemic.

The aim of this response is to provide informal and neighbourhood activity by connecting and communicating with the volunteers and those needing help during this challenging time.

During this challenging time, it's really important that we take care of ourselves and others. Many of you are already doing this. But for all those who want to get involved in supporting others, here is a practical guide.

#### **About You**

1. Only help if you are well. If you or someone in your household has shown symptoms or in isolation, do not attempt to help. Follow advice on [nhsinform.scot/coronavirus](https://www.nhs.uk/infocoronavirus)
2. AHTT are collecting details of volunteers in order to maintain safety and security and to prevent fraudsters impersonating AHTT volunteers, please complete the form below and send it to [ahtthelpdesk@gmail.com](mailto:ahtthelpdesk@gmail.com) or whatsapp 07859036185  
[https://docs.google.com/forms/d/e/1FAIpQLScNJBLHTCQ0k\\_IsNee\\_vQsBf3bPGkg\\_JagJJOeK9IFQ3G1W0Q/viewform](https://docs.google.com/forms/d/e/1FAIpQLScNJBLHTCQ0k_IsNee_vQsBf3bPGkg_JagJJOeK9IFQ3G1W0Q/viewform)
3. The data provided will be deleted as soon as the situation returns to normal.
4. If any of the volunteers have DBS clearance kindly inform us.
5. Please remember Volunteering is a choice, freely made. If your circumstances change, let us know.

#### **Connecting with those needing help**

6. If you already know your neighbours or those who need help, please continue to do so and may find this information useful.
7. We are actively seeking out for people who need help. If you know them, approach them confidentially and pass the details to [ahtthelpdesk@gmail.com](mailto:ahtthelpdesk@gmail.com) or whatsapp 07859036185. **PLEASE DO NOT SHARE IN WHATSAPP GROUP.**



8. We will get in touch with you if there is a person needing help in your area. In such scenario, please treat the details of the person as confidential and sensitive.
9. You are requested to comply with privacy and confidentiality regulations and not share any sensitive details on social media.
10. The current Government advice is likely that this situation will be ongoing for several months. Please be prepared that your help may not be required immediately, but over the coming weeks and months it is likely that you will be needed at some point.
11. As the scenario might be going for months, we will be happy to support the people whom you are providing help, in case of your change in circumstances. Please Ask their consent before passing their details to us.

### **Types of help**

#### 12. Providing practical help

There are simple ways you can help without exposing yourself or them, if they are self-isolating:

You could offer to do some shopping for them.

You could place an online shopping order for them or talk them through the process over the phone.

You can pick up their prescriptions or arrange a pharmacy delivery where available.

You can support with general errands such as posting letters or putting the bins out.

If you are helping with prescriptions, you should remind people that they must only order the medication they need in their usual quantities; nobody should be stockpiling.

#### 13. How to do this safely

If you are helping, the advice is to stay 2 metres – about 3 steps – away from people you are helping.

Leave any shopping or other messages on the doorstep, but make sure that they have been collected before leaving.

Do not place yourself in compromising positions where you may feel unsafe, for instance helping late at night.

Prior agreement on time & method of delivery as appropriate maintaining safety.

Remember to wash your hands regularly with soap and warm water for at least 20 seconds.

You should also warn those you are helping not to let strangers into their home – and not to give strangers money under any circumstances.

Terms of payment (separate receipts/ cash payment/bank transfer etc) or prepaid shopping collection will be determined and agreed prior to the task coordinated by the designated AHTT member.



#### 14. Providing emotional support

Self-isolation can be a really lonely time. However, Government advice is available to protect the most vulnerable in our society. We can help each other by staying in touch – whether neighbours or friends and family who live further away.

You personally can help with regular calls, text messages and contact via social media.

You can also help by setting others up with video calls so they can connect with their friends and family remotely.

You can encourage people to stay mentally and physically active with activities such as cooking, reading, gardening, online learning or watching films.

Swap suggestions about how to keep busy. If people are well enough; encourage them to do some light exercise and keep active around the home, perhaps by using an online exercise class.

Share trusted sources of information. It's easy to become worried by online information, some of which may be deliberately designed to mislead people. Help your community by sharing trusted information from websites like NHS Inform or Scottish Government

#### 15. What should I do if I'm worried about someone's health?

If the health of anyone you are in touch with or supporting is a cause for concern, encourage them to call their GP practice or NHS24 on 111 if the GP is closed.

Similarly, if they cannot cope with their symptoms at home, their condition gets worse or their symptoms do not get better after 7 days, please call NHS24 on 111.

Call 999 immediately if you believe someone's life is at risk.

### **Your Health**

#### 16. Be clear on when to self-isolate.

This advice is based on that provided by Health Protection Scotland and NHS inform and was updated on 22/03/20. If you have a recent onset of the following symptoms, you must self-isolate for 7 days from when your symptoms started:

- A new, continuous cough, and / or
- High temperature

If you live in a household with someone who shows any of the above symptoms, you should stay at home for 14 days from the day the illness began in the first person to become ill. If you then develop symptoms within the 14 days, you should stay at home for 7 days from when your symptoms begin even if this takes you over the 14-day isolation period.



17. What to consider if you have to stay at home:

Please inform us so that we can continue to help the people whom you were helping.  
Stay at least 2 metres (about 3 steps) away from other people in your home if possible

Sleep alone, if possible

Wash your hands regularly for 20 seconds, each time using soap and water

Stay away from vulnerable individuals, such as the elderly and those with underlying health conditions, as much as possible

Consider whether older people and those with underlying health conditions can stay in another house while you need to stay at home

Keep in touch with friends, family, and colleagues over the phone or through social media

**Best practice to prevent catching or spreading Coronavirus.**

- Wash your hands regularly with soap & hot water for at least 20 seconds
- Wash your hands when you arrive at work & get home
- Use hand sanitizer gel if no soap & water is available
- Cover mouth & nose with a tissue or your sleeve if you cough or sneeze. Throw the tissue away immediately & wash your hands
- Avoid close contact with people who are unwell
- Don't touch your eyes, nose, or mouth if your hands aren't clean
- Clean your desk, monitor, keyboard & phone regularly
- Wash cutlery & crockery used thoroughly with hot water & detergent; dry it thoroughly immediately and put it away
- Avoid physical contact with others as far as possible including shaking hands or hugging
- We encourage you to carry some tissues with you at all times in case you need to sneeze or cough.

**Feedback**

18. Our community efforts must help to slow the spread of the virus and protect as many people as possible from becoming sick. To that end it is vital that you read and understand the guidance on how to minimise the risk of transmission.

19. Feedback from both the volunteers and the clients are encouraged to improve the service.