

PERSON to PERSON CONTACT and Safety

N°	GUIDANCE	More info
1.	<p>When volunteering for Bradninch Together, your safety and that of the people we are helping is the priority. Minimising risk is the key. Never do anything that you are not comfortable with, it is always better to withdraw and take advice. When we support our neighbours, it is up to you as a volunteer which locations you are comfortable visiting and what tasks you are willing to assist with.</p> <p>Requests are sent out by the Zone Coordinators via WhatsApp, giving volunteers the option to respond. Never feel you have to take on a task.</p>	
2.	<p>All involved with Bradninch Together, Directors, Zone Coordinators and Volunteers are advised against providing advice which they are not qualified to offer. It is natural for a neighbour where you might visiting to ask a question. For example “<i>when will the electricity be back on?</i>”</p> <p>Always refer them to official sources of information, the Bradninch & Hele Emergency Plan, available under the Parish Plan section bradninch-tc.gov.uk, has contact information for organisations, including the providers of gas, electricity and water.</p>	<p>bradninch-tc.gov.uk</p>
3.	<p>Always phone before visiting a neighbour and tell them;</p> <ul style="list-style-type: none"> • Your name • That you are with Bradninch Together • Reassure them that you or any other BradTog volunteer will not come to their home without making prior arrangements. • That you will not be entering their home. • That you will be carrying a photo ID • Ask them if they have any health concerns and / or are isolating or infectious 	<p>Your photo Driving Licence is a recommended ID</p>
4.	<p>Make arrangements with your neighbour for the task you’re going to assist with in advance. Arrangements which both parties are comfortable with. For example; payment for shopping, where a bank transfer would reduce the risk of contamination.</p>	<p>Shopping Guidance 003 & 004</p>
5.	<p>The BradTog threshold policy we strongly recommend you do not enter a home, this minimises risks for both parties.</p> <p>When you go to a home;</p> <ul style="list-style-type: none"> • There may be circumstances when you might wish to wear a mask, possible gloves. • Place your delivery near the door, but not as a trip hazard. • Ring the bell or knock and step back 2 meters. • When you can hear someone, announce clearly who you are. • Carry your photo ID; if the person cannot read your ID from a distance, suggest they go inside and hold it up to a window for them to read it. • Ask them how they are, but during cold weather be mindful of 	<p>This is our ‘threshold policy’</p>

	<p>keeping them talking on the doorstep.</p> <ul style="list-style-type: none"> • Be mindful of pets that might run out or jump up. You could ask that a pet is made secure if you have concerns. • Sanitise your hands regularly. 	
7.	<p>Send your Coordinator a brief message via WhatsApp of each task / visit; giving the date, time, what happened, and any ongoing actions. This feedback will help to understand the level of support BradTog volunteers are providing and any fact checking needed in the future.</p>	Coordinators will keep an Activity Log
8.	<p>You may wish to keep in contact with someone, without having to refer back through the system each time. We advise that you log any visits to households, regardless of the reason, with your Coordinator.</p>	
9.	<p>If you don't make contact and have concerns about the welfare of someone, refer to our Guidance 005 No Answer at the Door.</p>	No Answer Guidance 005
10.	<p>BradTog will assist when needed. For example, if someone becomes overly demanding or overly dependent, tell us know.</p> <p>SE Do not commit to anything you are uncomfortable with. If in doubt, refer to your Zone Coordinator.</p>	
11.	<p>Bradninch Together Policies</p> <p>BradTog has a range of policies covering our obligations under legislation, these are available on our website bradninchtogether.org.uk</p> <ul style="list-style-type: none"> • Policy 01: Problem Solving & Complaints • Policy 02: Safeguarding • Policy 03: Health & Safety • Policy 04: Privacy Notice (Data Protection & Confidentiality) • Policy 05: Equality & Diversity 	

All Guidance

- **001 Welcome to Bradninch Together; Introduction & Induction**
- **002 Person to Person Contact & Safety**
- **003 Collection of PRE-PAID Shopping & Prescriptions**
- **004 CASH & CREDIT Card Shopping and Reimbursement**
- **005 No Answer at the Door**