



Wilton COVID-19 Community Response
VOLUNTEER BRIEFING

First things first...

'Thank you!'

Thank you for volunteering to help the vulnerable, isolated and 'at risk' Residents in our community.

Thank you for joining the efforts of the our growing band of dedicated Volunteers who are keeping things going during these tough times.

Thank you for the 600 acts of kindness you have delivered so far.



How the Wilton COVID-19 Volunteer scheme works

- Self-isolating and vulnerable Residents need help
- They ring our COVID-19 hotline number
- Calls are routed to the Volunteer call-handlers in the Wilton COVID-19 Call Centre
- Calls are logged on the **Wilton HELP** system where they are picked up by the COVID-19 Community Response Volunteers
- Help is provided to the Resident
- Call is closed.



Choosing the right role for you...

We have three main roles available:

- **Call Handlers** – you can do this from the comfort and security of your own home, there is no risk. You will need basic IT skills, patience and a friendly and helpful manner.
- **Community Response Volunteers** – these are the people completing the tasks (the sandals on the ground) – shopping, running errands, collecting and delivering medicines. There is more risk of contact with others, so you need to be in good health and observe strict distancing protocols – guidance later. You can select the tasks that are right for you from the **Wilton HELP** system.
- **Telephone Support** – Some Residents just want to hear a friendly, reassuring voice. If you want to help but are stuck at home, you could be that friendly voice on the end of a line for an isolated or worried Resident. You can pass on any requests on their behalf to the Community Response Volunteers using the **Wilton HELP** system or refer them on to professional support service if you have concerns.

Please let us know which role suits you best.

WILTON COVID-19 HELPLINE

Wilton Community Response Volunteers



COVID-19
coronavirus

01722 695331

Help line open every day - 9.00am to 1.00pm

OUR EMERGENCY HELP LINE NUMBER

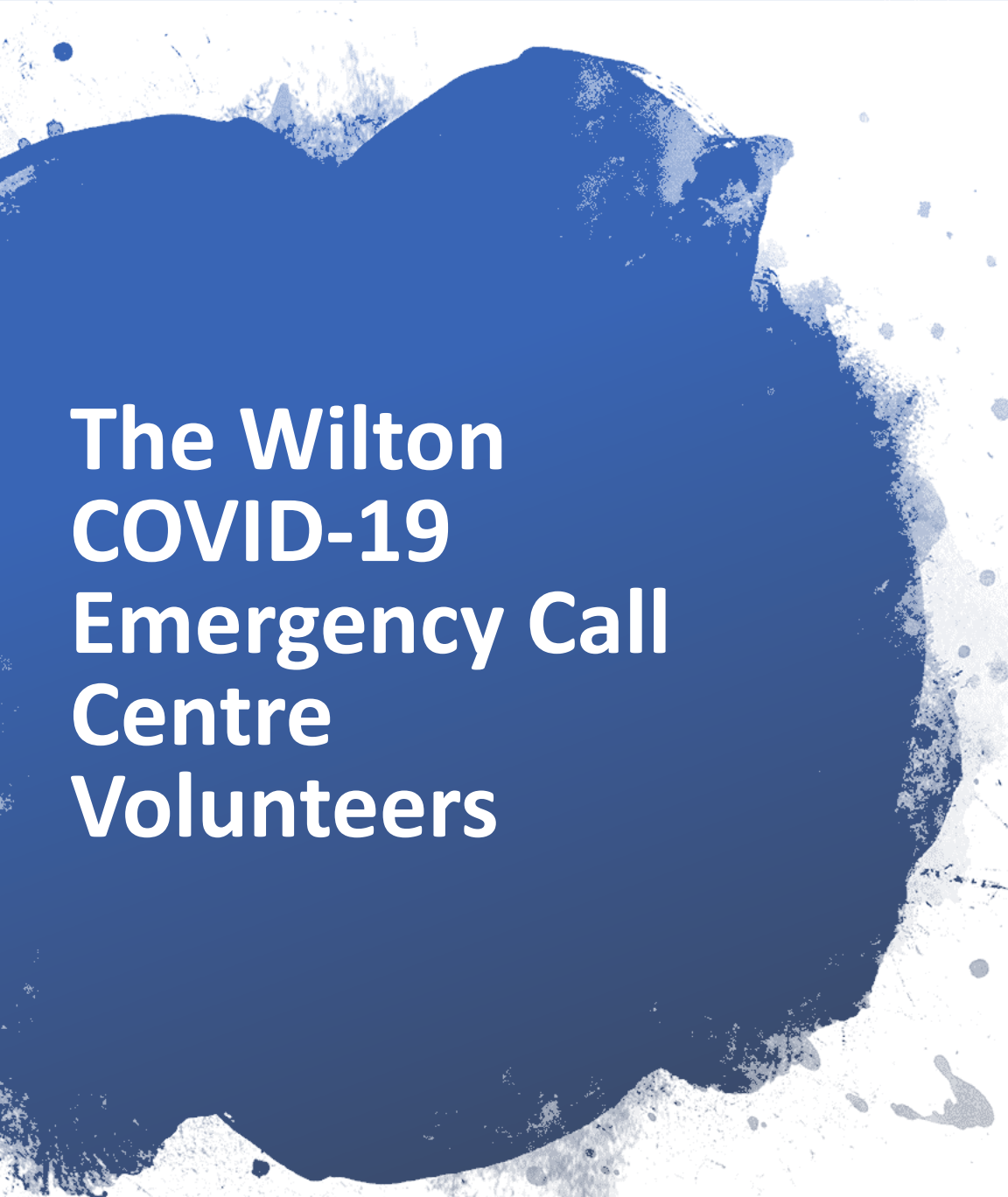
We can help you with:

- ✓ Shopping
- ✓ Transport to medical appointments
- ✓ Prescription collection
- ✓ Urgent errands
- ✓ Social phone support

Sorry, we can't help with:

- × Medical advice
- × Non urgent works such as gardening, DIY jobs
- × Financial support
- × Dog walking
- × Non-essential items

What we can and cannot provide



The Wilton COVID-19 Emergency Call Centre Volunteers

You will be the first person a Resident will speak to when they seek help. Residents may be struggling, anxious and worried; so, you will need to be kind, friendly, reassuring and calm.

How it works

- Lines open between 9am and 1pm every day.
- Volunteers always ready to take calls.
- Calls are logged on **Wilton HELP**.
- Community Response Volunteers pick up the calls from the **Wilton HELP** system.
- **Wilton HELP** was built in Wilton for Wilton by our own Volunteers.

How to register

To keep everyone safe; to undertake our volunteering roles you must be registered. We will need to see some ID to check you are who you say you are. This is simple and quick and once complete you will be issued with an official ID badge.

Let's get that sorted now:

[Register as a Wilton COVID 19 Volunteer](#)

[Register for the Wilton HELP system](#)

[Join the Wilton COVID-19 CRV WhatsApp Group](#)

Read the safety advice carefully (later in this guide)

If you are working in the call centre you will also need to install the [Toky App](#) (more later)

Setting up your phone...

Wilton Town Council has purchased the **Toky** Virtual Call Centre Application. **Toky** works on most devices and is compatible with IOS and Android. **Toky** works over WiFi, so, it may not work so well when you are out and about on mobile networks.

How to set up Toky

- [Message the Wilton COVID 19 CRV Admin Team](#) – saying that you want to help in the Call Centre.
- We will ask for your email and set you up on our system.
- You will receive an email from **Toky**, click on the link to confirm your email address and install the App.
- That will initiate your account and the next time you log in you should see all the other call agents.
- Your 'on call' hours are set to 9am-1.00pm every day by default. You can change this in the App.
- Calls will begin to ring in the App, answer the calls using **Toky** – its free



When the call comes in...

- Just before 9.00am open the **Wilton HELP** screen – you should now all be registered for that service
- Toky will ring, answer the call (if the call cuts out, it's because another volunteer has picked it up), if you connect to the caller, launch the 'log a new call' screen in **Wilton HELP**.
- In **Wilton HELP** follow the Briefing Script, ask the questions in order and record all the information that will be needed by the Volunteer Community Responder. Take your time there is no rush.
- First take the postcode and check if the caller has been in touch before – if so, their details will be stored in the system.
- If you need to refuse something – non-essential errands, DIY, financial help, etc - do so with patience, empathy and kindness. Remember, what sounds trivial to you may be very important to the caller. So, be kind (imagine you are talking to one of your own elderly relatives).
- Once you have finished the questions – read back the essential information to the caller.
- All good? Click the 'Save Call' button at the bottom of the form and provide the caller with the call reference number – this can be useful if anything changes later.

Wilton HELP

How it works...



Once a call has been logged, it will become visible to all users of the **Wilton HELP** system.



The Community Response Volunteers will 'claim' the calls they feel able to undertake.



They will take the information from your call log and respond to the caller




They will deliver the response and close the call

Taking the calls

Please greet all callers with:

“Hello, [insert your name] speaking, how can I help you today.”



Click 'log new call' on the Wilton HELP screen. You will be asked to enter client's postcode – this will show you if the client is already known to the system. If not, click on 'client not listed' and you can create a new client.



It is essential that you ask the client for consent to have their data stored on our system *“is it OK if I record your details and send these to our volunteers?”*

Worried about a caller?

If you have serious concerns about the wellbeing of a caller, you can contact the Wiltshire Wellbeing Hub at Five Fivers Health and Wellbeing Centre in Salisbury who will provide additional support if necessary:



The Wiltshire
WELLBEING HUB
For vulnerable people in need of support

0300 003 4576

✉ wellbeinghub@wiltshire.gov.uk

#WiltshireTogether

Wiltshire Council

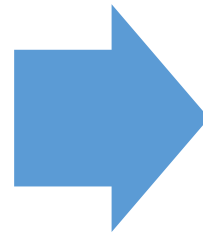


Call handler advice

Getting the details right

Contact details

Ask the caller for their postcode, name, phone number and address. Check this carefully as this will be our only way of contacting the person - the volunteers will depend on your information.



Welfare

Next, ask the client how they are feeling, are they well? They may be struggling with isolation and benefit from a social support, call. They may have symptoms and feel unwell. If the person reports cold / flu / temperature or a cough please tick *Covid-19 symptoms* - we are not trying to diagnose, but we must keep everyone safe. If they are not well, we will still offer a service – but we cannot offer transport or enter the house.

Logging the call category



Shopping



Medications



Transport



Errand



Reassurance call

Sorting the shopping



List each item required – provide details and the number required without this the volunteer will not be able to collect all item. Make sure all items the resident needs are listed – we would prefer to have one bigger list than multiple small visits.



Ensure the client identifies where items can be substituted.

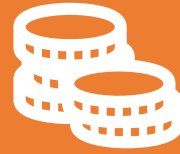


Delivery challenges are covered in a separate section 'delivery challenges' as these apply to all requests.



Required by – make sure expectations are not raised too high. It may take 24 hours to get the items delivered. If they are needed urgently, we may have to split the request – for example, milk urgently needed and the remainder at a later date.

Payment and delivery



Estimated cost: we need you to do this so the volunteers have an idea what this will cost them. Please bear in mind that there are no longer multisaves, etc - if in doubt round up.



Payment method: Please tick cash only if the client has available cash and a safe location to leave this. This needs to be correct money, our volunteers may not have change. Otherwise the items will be purchased by Wilton Town Council who will then invoice the client (monthly invoice).



Delivery: please ensure that you consider how the client will get the shopping into their home? Can they pick it up from the floor and carry in? Is there anything the volunteer needs to do to make life easier (such as leave on the table outside etc).

Additional Notes

Things our volunteers need to know!

How the resident would like to receive the shopping – to front / back door etc, should the receipt be put in the bag?

How the resident would like to know shopping has arrived (knocking is best).

Ensure resident is aware our volunteer will have a Wilton Town Council ID badge – if unsure they can ring the call centre to check.

Ensure resident knows that our volunteer procedure is to put shopping down, knock door then step back two metres. However, if the client wants a different arrangement please make a note of this.

How exactly to find the address (worth asking, some have a house number, but the house has a name displayed – only known to postman). Are there landmarks? What colour is the house etc?

Where will the client leave the cash (if applicable). Ideally this would be left in an envelope.

Additional Notes

*Things our volunteers
need to know!*



Home entry: There are occasions where this is necessary. For example, the resident may be frail and cannot pick up or carry shopping bags. In such cases distancing is vital.



Active Date: The date the task will appear on the list for claiming by a volunteer. For example, shopping may not be needed until a future date.



Click **save the call** at the end. If you need to amend it further you can, until the resident's request is claimed by a volunteer 'in the field'.

Handling medications calls

- **Collection point:** This is the address for the pharmacy script to be collected from.
- **Paper script:** The likelihood of a client having a paper script for collection and taking to a pharmacy is not high but could happen after a GP home visit or similar. If this is the situation, please complete an errand for the script to be collected from the patient's home and taken to the *Wilton COVID-19 Drop off point (check for details – we do not wish to publish this address)*.
- **Payment category:** This is how the script will be purchased – so either on collection, or the pharmacy needs to have detail of the exemption for the resident, examples include prepayment certificate, being over 60, maternity exemption etc.



Adding notes to the call

Information that may be useful for the volunteer responder

- How the resident would like to receive the medication– to front/ back door etc.
- How the resident would like to know medication has arrived (knocking is best).
- Ensure resident is aware our volunteer will have a Wilton Town Council ID badge.
- Ensure resident aware that the volunteer procedure is to put medication down, knock door then step back two meters.
- How exactly to find the address (worth asking, some people have a house number, but the house actually has a name on not a number – only known to postman). Are there landmarks? What colour is the house etc?
- Where client would like the receipt to be left.
- Where client will leave the cash (if applicable).





The BATCH system

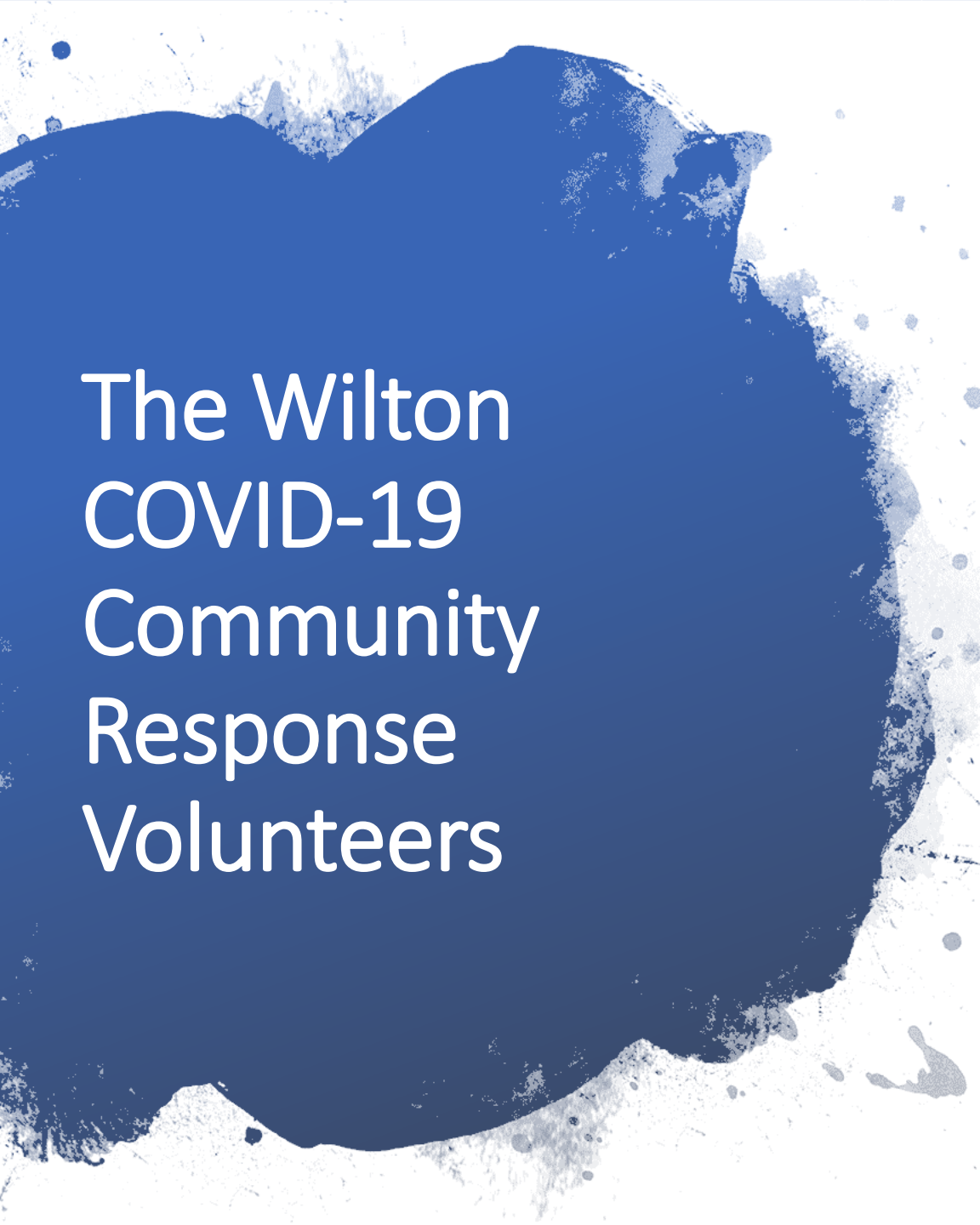
- **The BATCH system:** In consultation with the local GPs and Lloyds Pharmacy we have introduced a batching system for prescriptions. There can be as many as 20 prescription requests in any single day. If these were managed individually the chemist would be swamped. So, we send through lists of prescription for collection and the chemists makes up two batches – one at lunch time and one later in the afternoon.
- **Adding a prescription request to the batch:** When a caller requests a prescription check carefully when the meds will be available from the chemist. Record the date the task will appear for claiming and add the request to the batch for that day.
- **Click save the call:** If you need to amend it further you can, until the residents request is claimed by a volunteer 'on the ground'.
- **Collection:** One of our pharmacy coordinators collects the batch and takes it to the Community Centre, where it is sorted into rounds.
- **Delivery:** A team of volunteers will undertake the delivery rounds.

Completing the call

Make sure you record everything the Volunteer will need

- **Home entry required:** There are occasions where this is necessary. An example could be: the resident using a zimmer frame / crutches / is frail and cannot pick up from the floor /cannot carry bags. In these cases it is possible for the client to enable the visitor to access the property
- **Active Date:** Record the date the task will appear for claiming by a volunteer
- **Batch:** Add the call to the appropriate batch date – check very carefully with the client when the meds will be available for collection.
- **Click save the call:** at the end. If you need to amend it further you can, until the residents request is claimed by a volunteer 'on the ground.'





The Wilton COVID-19 Community Response Volunteers

You will be carrying out tasks for Residents who are self-isolating or shielded at home. Your safety is paramount, so please read this guidance carefully to make sure you stay safe while helping those who cannot help themselves. If you are currently experiencing any symptoms of illness, please self-isolate as needed ([follow NHS guidance](#)). We will still need your help in the future, but we need to keep you and the Residents safe.

Our set-up

- We have a large team of Volunteers and a Call Centre taking messages from those in need.
- You will be asked to sign up and show ID - once checked you will be issued with your Wilton COVID-19 Community Response Volunteer ID badge.
- Only [once registered](#) can you undertake tasks.
- Tasks will appear on the **Wilton HELP** system as they are logged in the call centre
- You can then 'claim' the calls you want to help with.
- You will undertake the task, making any notes required on the **Wilton HELP** system
- Once complete, you can close the call – records are updated automatically – 'job done.'

Volunteers: responding to calls.

Volunteers on the ground are essential to undertake the tasks registered by the call centre.

The calls will relate to:

- Shopping
- Delivering medication
- Transport
- Errand
- Reassurance call.

All but reassurance calls require volunteers who are able to travel and support the resident by physically accessing items for them.





Collecting medicines

There are two options here:

- The GP may have requested a NEW prescription following consultation. They will have sent this straight to the pharmacy - either Lloyds or Tanday for most in Wilton. I
- All prescriptions from Lloyds will be in the daily batches. These are collected by one volunteer coordinator and sorted at the Community Centre. Volunteers pick up their drops and deliver the meds – checking on the doorstep that the client has the right meds.
- There is no batch system for Tanday. These jobs are picked up on **Wilton HELP** as normal.
- The client may need a repeat prescription, some clients are able to send these requests electronically. If they cannot do this, they will have a repeat prescription in paper form. This requires an errand to be posted on **Wilton HELP** for the prescription to be taken from the clients address and posted in the mailbox at 46 West Street where these will be batched and sent to the pharmacy.

All volunteers must practice good hand hygiene. If there are any problems with the prescription, it is the Resident's responsibility to contact the pharmacist for action

Information for prescription collectors

- The Call is taken by the Call Centre and appears on the [Wilton HELP](#) system – all calls are categorized and have unique ID numbers
- The only 'medication' calls listed are those not allocated to the Lloyds batches. Click on the link to read details and if you can help, claim the call. This means it is assigned to you and you can then complete the call.
- If things change, you can hand the call back – you can un-claim a call.
- Once claimed, you can collect and deliver the prescription – contact the Resident to agree delivery arrangements if necessary.
- You can make notes in the task form and even upload images or documents.
- Once complete, click on the 'Mark as Complete' button.
- The system is automatically updated.



Transport

- The majority of transport issues are currently managed by 'The Link' voluntary transport service for vulnerable clients in Wilton. However, if needed we can help with travel. This can only be provided to a client who is not showing any symptoms of illness which could be Covid-19, and would be for essential travel only (Essential medical appointment, etc.)
- To complete this; identify when and where the client needs to travel. Within the additional notes section identify when the client will need to return, and any mobility or support needs the client has. This will need to be 'live' on the system before the due date to enable a volunteer to claim this call and ensure they are available to support the time / date required.





Errands

Errands are for any tasks which require volunteer support but do not cost money. Examples will include:

- Mail collection from resident to the post box
- Repeat prescription scripts being transferred for batching.
- Invoices from this scheme being delivered to the relevant residents.

Please ensure that the additional notes section has any details necessary to identify where the item will be collected from and where it needs to go.

Reassurance: social support phone call

This is a telephone call which could be:

- To check in with the client and just see how they are.
- To have a chat and social conversation.
- To support a client who might not be able to call us and ask them whether they need shopping, prescriptions or errands – log these on **Wilton HELP** for the client.
- Book in a further call later in the week or next week as appropriate.





Collecting shopping

- A Resident will call into the Call Centre and request help with shopping.
- The Call is taken by one of our volunteer Call Centre Agents and appears on the **Wilton HELP** system – calls are categorized and have a unique ID
- The Call Centre will take down the shopping list.
- You will see ‘shopping’ calls listed - click on the link to read details and if you can help, claim the call. This means it is assigned to you and you can then complete the call.
- If things change, you can hand the call back – you can ‘un-claim’ a call.
- Once you have claimed the call, you can collect and deliver the shopping – contact the Resident to agree delivery arrangements if necessary.
- For information on payments see next page.
- You can make notes in the task form and even upload images or documents.
- Once complete, click on the ‘Mark as Complete’ button.
- The system is automatically updated.

All volunteers must practice good hand hygiene at all times.



Delivery Challenges

Call handlers need to make a note of any specific delivery challenges, such as:

- Delivery times
- Door entry systems
- Difficulty answering the door
- Street frontage – no step
- Disability
- Savage pets!

Dealing with money!

- We are offering a collection and delivery service and strongly encouraging people to make use of online payment services wherever possible.
- However, some Residents may not have cash in the house and shops may not accept telephone payments, in which case there are two options:
 - The Volunteer pays for smaller amounts and is reimbursed by the Resident.
 - The Volunteer makes the payment and is reimbursed from Wilton Town Council's emergency fund and the resident is billed by the Council.
- To claim payment from the emergency fund
 - Snap the receipt with your phone and upload it to the **Wilton HELP** form, make a note of the amount in the text box
 - When closing the call you will be prompted to enter the amount claimed.
- We will monitor this and reimburse you when your balance passes £20.
- We will need your bank sort code and account name and number, we only need to do this once, then you are set up on the system for payments.
- The Resident will be billed by Wilton Town Council.



Staying Safe!

- Perhaps the most important thing for all Volunteers is to stay safe and look after both your own and your loved ones wellbeing and avoid spreading the virus to others.
- The Government has assessed the risks for volunteers and issued advice on how to stay safe – please ensure you [observe the Government advice](#)
- The government has specifically stated that those of us who are leaving the house “*to provide care or help to a vulnerable person*” will be allowed to carry on.
- However, if you are likely to increase contact with others – for example by more frequent trips to the shops – then we advise that only the physically fit and healthy undertake these roles.
- If you have any underlying health issues or live with those at risk but you still want to help; other roles are available that pose no risk.

Please make sure you stay safe.

