



Thank you for volunteering with LCV!

Now the important stuff - please do read the following and if you have any queries let us know...

Thank you so much for signing up to help those in need. The team at LCV so appreciate your help. In signing up you have been added to our database of volunteers (fully GDPR compliant) and we will contact you when we need help. We are assigning help as requests come in based on people's location and skills. If you don't hear from us, don't worry, we just may not have needed your services yet.

Other ways you can help are:

- By donating to the local foodbanks and food hub if you are out doing shopping - simply put your donations in the baskets at local supermarkets.
- By donating financially via our crowdfunder
- If you're a dab hand with a needle you could do some sewing for the NHS - contact us for more info!

In the meantime please do read our guidelines below, that will help keep you safe if you are volunteering in any way.

Community safety guidelines for the Covid-19 Civic Response

In order to keep everyone safe we ask all volunteers to abide by these safety and safeguarding guidelines (which we will update based on WHO and government advice)

- **Dignity and respect** – Please do your utmost to treat everyone with a great degree of dignity and respect. These are tough times for us all and for many asking for help is not easy.
- **Make contact** – We endeavour to be a linking up service, so when we link you up with someone who has requested help we will provide their contact details. They can then be in touch with you to detail the help they need.
- **Personal Information** – Please respect and protect any personal information given to you to enable you to provide the help requested. We have advised that only as much personal information as is needed is provided

- **Social / physical interaction** – We all need to be especially careful during this time. Please be very aware of appropriate social distancing while collecting and transporting anything. Please follow all the latest hygiene advice and:

- **Rigorously practice good hygiene** in line with NHS advice – including regular hand washing and avoiding touching your face.
- **Limit contact** with any items being delivered as much as possible. If you have a face mask please do use it, we're not advising using gloves for deliveries as this is against current guidance and can give a sense of complacency but this is your choice.

- **When delivering items** we would ask that you use these protocols for delivery:

- Place the items on the doorstep and ring the bell
- Retreat 2 metres and wait for a response
- Once you've seen the items have been received and any payment due has been resolved you're clear to leave
- Limit any skin contact with handles / gates etc wherever possible – use a sleeve etc to cover your hand
- Wash your hands as soon as possible or use hand sanitiser.

Please remember you may be delivering something to someone who is very vulnerable to this disease.

- **Money / purchasing** – If there is money involved in any way (eg: you are doing shopping for someone) we would strongly advise you follow these guidelines:

- Do not request any money up front. Once items have been purchased and a receipt has been provided any money owed can then be transferred.
- Use secure payment methods. We would highly recommend Paypal, or bank transfer. Only use cash if absolutely necessary and please consider the health implications of cash.
- If something feels at all suspicious please contact the LCV team.

- **Stay safe** – Please make sure any arrangement is one you are comfortable with – eg: avoid remote areas while alone, don't deliver in the dark or late at night. We advise deliveries are done between 9am-5pm wherever possible.

Finally we would like to say thank you again for offering your support. The amazing response from you all offering to help just goes to show what a fantastic community we have here in Lewes and does you all a great credit!