Thank you for being part of this amazing team. Please remember you are NOT an emergency service. Most of us are not medically trained or counsellors, we are a group of people that want to help to support those in need in our community. Whether people are self-isolating, vulnerable, elderly, scared to leave their homes - social contact and a safe place to talk is essential for people of all ages.

**Some callers may be very anxious, so do start by asking:**

How are you?

What can we do to help you practically?

**If the caller tells you of a medical emergency or requires immediate assistance, do advise them to end the call and dial 111 or 999**

**Hopefully, for most calls, the below is a process outline**

Ask for the callers full name, address and telephone contact number. Explain and reassure that we might need this if they wish us to contact a volunteer on their behalf. Remember that this is highly confidential information and must not be shared outside the scheme. Ask which is their preferred means of contact.

Ask if the caller is on Facebook and if they are, direct them to the BS3 Covid-19 Response page, explaining this is the quickest way for them to be matched to a volunteer in their area (green box, top of FB page, and an easy to complete form). Alternatively, fill in an online volunteer form for them and submit.

Ask for the callers GP practice and if they have family/friends they are in contact with

Callers may ask a wide range of questions and some may not have Internet access.

**For general support, groceries, dog walking, collecting prescriptions, a weekly phone call to ‘check-in’ - THE BS3 COMMUNITY COVD-19 RESPONSE VOLUNTEERS ARE THE BEST RESOURCE**

**If you speak to people that are economically vulnerable - ST PAULS CHURCH, who are running the BS3 COMMUNITY LARDER could help - ONLY referrals from an agency are processed to ensure we are reaching those most in need so please don’t give details to the caller but advise you will try and secure some help. Then email or complete the HELP NEEDED form on behalf of the person and a volunteer will signpost to the church or** [**ruth.green@bs3community.org.uk**](mailto:ruth.green@bs3community.org.uk) **(BS3 Community is an approved agency)** [**saintpaulschurch.co.uk/bs3-covid19-community-larder**](https://www.saintpaulschurch.co.uk/bs3-covid19-community-larder)

**If people are calling to talk about the virus, try and refer them to their closest pharmacist, this has been offered from pharmacies in BS3 to try and help alleviate pressure on the NHS 111 and GP phone lines**

**If people need their prescription collecting, refer them to the HELP NEEDED form or complete for them. Our team of ‘drugs runners’ can then be paired up**

**Useful websites**

**Bristol City Council** has up to date What You need to Know Covid advice on their website - Council Tel: 0117 922 2200 [this is always busy….]

It is useful to have this open **before you** speak to callers: If you have a medical condition that makes you vulnerable to the virus, individuals can register for support free online. You will be asked for your NHS number which is on your prescription or any NHS letter sent to you

**Safeguarding**

**Care and support for adults,** contact Care Direct Tel 922 2700

If you are worried about a vulnerable adult, you can submit a safeguarding referral online. It is good practice to tell the person you are doing this

**Children** – **First Response** 0117 9036444(You can ring this number for advice too, but it will be busy.)

**If you are unclear about the best action to take, please telephone Celia Phipps on**

**0797 395 2372 or 0737 507 3493 [Community Webs social prescribing line]**

**Finance and Benefit Advice**

**The Welfare Rights and Money Advice Service –** WRAMAS- is operating as they are a telephone service - **Call 0117 35 21 888. Open Mon, Tues, Thurs and Friday 8.30-1.00pm or email welfarerights@bristol.gov.uk**

**Council tax queries. Tel 0117 922 2900 [ lines are busy]**

All debt collection activities have been suspended for three months

**Mental Health**

Callers may be anxious and have pre-existing conditions which make this worse - A listening ear is very helpful, but do not offer advice or solutions

**Ask that they can call the Crisis Line on 0300 555 0334**

**Or Samaritans on 0117 9831000**

**Or Rethink on 0845 4560455**

**Housing**

If there are financial difficulties, advise that they contact their mortgage provider or landlord.

Local Authority tenants should call the usual number provided, on the notice board in each housing unit. Note that **only** emergency repairs are being carried out at this time.

**Food**

**Community Larder** at St Paul’s Church

[**saintpaulschurch.co.uk/bs3-covid19-community-larder**](https://www.saintpaulschurch.co.uk/bs3-covid19-community-larder)

This is not an exhaustive list. There is much online, and advice will change

At the end of the call, be nice to yourself, you’ve done a great job and if you need to have a conversation/download, let one of the BS3 COVID-19 admins know as we are here to support you.

**THANK YOU VERY MUCH**