



# Guidance for Communities and Organisations in Carmarthenshire during Covid-19

As the County Voluntary Council for Carmarthenshire, the role of Carmarthenshire Association of Voluntary Services (CAVS) to support voluntary organisations, promote volunteering and provide information to the public.

Due to the current Covid-19 advice, our office is now closed however all CAVS staff have been equipped to work from home and we're still doing everything we can to support voluntary organisations, volunteering and the general public during this difficult time.

Since the COVID-19 outbreak we have received a vast number of requests for advice and support about responding to the crisis. In order to assist you we have pulled together this information which provides information for individuals requiring support, individuals and organisations wishing to offer support and organisations needing support together with some further useful information for communities and organisations.

**Please also check our website [www.cavs.org.uk](http://www.cavs.org.uk) as things change on a regular basis**

We are aware there are many new and informal volunteering efforts going on – especially ones organised through community websites and local Facebook groups – alongside the normal volunteering work by established charities like British Red Cross, Age Cymru, Young Farmers, Carers Trust and many others.

CAVS has been in contact with over 70 social media groups across Carmarthenshire to date. We want to ensure those who live in all areas of Carmarthenshire are reached and supported. If you are part of one of these new groups, please send details of the group together with the area it operates in and contact details for the co-ordinator to Jamie Horton, CAVS Community Volunteering Development Officer ✉ [jamie.horton@cavs.org.uk](mailto:jamie.horton@cavs.org.uk), we will ensure that the co-ordinator gets relevant information sent to them as well as being able to offer further support.

## INDIVIDUALS THAT NEED SUPPORT

- If a person is on the NHS Shielded Patients List, they are entitled to the government support which includes medicines and food parcels. If you need further information, please contact Carmarthenshire County Council (CCC) Single Point of Contact on ☎ 01267 234567 between 8.30am and 6pm, seven days a week.
- If a person is aged over 65, vulnerable and isolated - but not on the NHS Shielded Patients List - contact Delta Wellbeing on ☎ 0300 3332222.
- To check what local support there is in your area you can access the COVID-19 Community Support Directory on the CCC website or contact ☎ 01267 234567:  
<http://newsroom.carmarthenshire.gov.wales/2020/02/coronavirus-covid-19-guidance/community-support/> Click 'Choose a location' and select 'Type of service'. You can also search for offers of support in your community or request support at <http://connect2carmarthenshire.org.uk> This is a new website that supports informal volunteering in Carmarthenshire, we are currently looking for people who need support to join the site and post requests of support.
- If a vulnerable person is isolated and could benefit from a telephone befriender, contact CAVS on ☎ 01267 245555
- If a person needs advice about money or debt, contact Citizens Advice Bureau <https://www.citizensadvice.org.uk/wales/debt-and-money/>
- Carers Information Service - supporting and talking to carers and their families call 0300 020 0002 for support in areas such as PPE, telephone support, specialist services, carers rights.
- Age Cymru Dyfed offering support to 60+ ✉ [info@agecymrusirgar.org.uk](mailto:info@agecymrusirgar.org.uk)

## ORGANISATIONS AND INDIVIDUALS THAT CAN OFFER SUPPORT

### **ORGANISATIONS USING VOLUNTEERS**

- **Organisations new to volunteering** - If your group is a newly set up organisation or an organisation that hasn't used volunteers before, be clear about what you can offer, don't raise unrealistic expectations. We have the following documents available as a guideline for organisations and community groups, these can be adapted to suit your needs:
  - model **Volunteer Policy**
  - a sample **Volunteer Agreement**
  - template **Volunteer Role Description**Documents can be downloaded at <http://www.cavs.org.uk/information-sheets/#vols>
- New information is currently being developed for organisations that are taking services online or offering support via the telephone and will be circulated as soon as it's available.
- **Do you need to recruit volunteers?** If you require volunteers then please contact us at ✉ [volunteering@cavs.org.uk](mailto:volunteering@cavs.org.uk), we can offer support to get your opportunities up onto the Volunteering Wales website - [carmarthenshire.volunteering-wales.net](http://carmarthenshire.volunteering-wales.net)
- **Volunteer Identification** – we've had a lot of enquiries from organisations and volunteers about volunteer ID, we're currently working with Dyfed Powys Police on a template that you'll be able to customise to your organisation and issue to your volunteers, further information will be circulated as soon as it's available.
- For further advice and support on the above or any other volunteering queries, contact ✉ [volunteering@cavs.org.uk](mailto:volunteering@cavs.org.uk) or ☎ 01267 245555.

## ***INDIVIDUALS WANTING TO VOLUNTEER***

- Many local groups have been set up by local Councillors, Town and Community Councils and individuals, if you are looking for information about your local area please look on Facebook, incredible work is being carried out on a local level.
- For informal volunteering opportunities in your community, Connect2Carmarthenshire [www.connect2Carmarthenshire.org.uk](http://www.connect2Carmarthenshire.org.uk) is a place where you can register to offer support to local people, please bear in mind that this is a new website where we're currently looking for individuals to both offer and request support.
- To volunteer for an organisation please register and find a role at [carmarthenshire.volunteering-wales.net](http://carmarthenshire.volunteering-wales.net) For specific support and information, e-mail ✉ [volunteering@cavs.org.uk](mailto:volunteering@cavs.org.uk)
- If you want to help your local NHS during the COVID-19 pandemic the NHS is asking for volunteers to carry out simple but important tasks such as transporting equipment, food and medication and supporting services and staff in hospitals. Applications to volunteer with Hywel Dda are currently paused while they process the applications already received. Details will be updated as soon as they the opportunity is re-opened.

## **ORGANISATIONS THAT NEED SUPPORT**

- The Third sector resilience fund for Wales provides funding to provide cashflow support for voluntary organisations in Wales during the current Covid-19 crisis. For further information and to apply go to <https://wcva.cymru/funding/social-investment-cymru/third-sector-resilience-fund-for-wales/>
- The Voluntary Services Emergency Fund is a new grant scheme to enable voluntary organisations providing vital support during the crisis to continue and expand their work. For further information and to apply go to <https://wcva.cymru/funding/volunteering-wales-grants-scheme/>
- CAVS will be launching a small grants scheme next week. Information will be circulated as soon as it's available.
- Several donors have introduced grant funds to respond to COVID-19 or modified their existing grant programmes. See [www.funding.cymru/coronavirus-latest](http://www.funding.cymru/coronavirus-latest)
- For organisational support, contact CAVS on ☎ 01267 245555 or ✉ [admin@cavs.org.uk](mailto:admin@cavs.org.uk)
- Keep up to-date with COVID-19 and the Voluntary sector <http://www.cavs.org.uk/coronavirus-information/> and Carmarthenshire County Council <http://newsroom.carmarthenshire.gov.wales/>

## **ADDITIONAL INFORMATION**

### **LOCAL BUSINESSES OFFERING SUPPORT**

- Check what local Carmarthenshire businesses are offering support in your location at the CCC COVID-19 Community Support Directory <http://newsroom.carmarthenshire.gov.wales/2020/02/coronavirus-covid-19-guidance/community-support/> . Click 'Choose a location' and select 'Type of service'. The types of service listed include Accommodation, Elderly/vulnerable people, Home delivery, Pharmacy/ medicine, Shopping, Support group, Takeaway, Transport and Volunteers needed.
- If a local business wants to offer support, they should register at the CCC COVID-19 Community Support Directory ✉ [covid19community@carmarthenshire.gov.uk](mailto:covid19community@carmarthenshire.gov.uk) .

### **VOLUNTARY ORGANISATIONS AND COMMUNITY GROUPS OFFERING SUPPORT**

- If a local voluntary organisation is offering specific support, publicise this on local community websites, Community Facebook pages and CCC's COVID-19 Community Support Directory ✉ [covid19community@carmarthenshire.gov.uk](mailto:covid19community@carmarthenshire.gov.uk) .

### **AVOIDING & REPORTING SCAMS**

- Be vigilant about possible scams, by telephone email or on the doorstep. CCC's Trading Standards have been made aware of coronavirus-related scams. See this video <https://www.friendsagainstscams.org.uk/training/friends-elearning?xPage=elearning.html> If you or anyone you know has been a victim of a scam, contact the Citizens Advice Bureau on ☎ 0808-223 1133.

# General Guidance for voluntary organisations & community groups during COVID-19

## GENERAL ADVICE

- Look after people in **your own street** – and don't overstretch yourself. The wider the area the more chance someone will be missed. Keep numbers manageable. Identify a **Champion** who can take a lead and ensure everyone in the street is included.
- **Include** everyone and remind them about the risks of Coronavirus. Not everyone is aware of its seriousness.
- Find new ways to **communicate** with people whilst avoiding physical contact, for example: by setting up a WhatsApp group or Facebook page for your street. **Encourage** Champions to set up a WhatsApp group to share tips and updates from reliable sources.
- Communicate with those who are not on the internet by telephone and designate someone in each street to ring them regularly. Perhaps develop a '☎phoning circle☎'.
- If anyone is still left out, communicate with them by **pen and paper** – but remember to wear gloves before posting notes through their letterboxes.

## SAFETY

- Volunteers must protect themselves and anyone they encounter to avoid spreading Coronavirus. Many of the people you help will be infected and there are risks. Avoid physical contact (keep 2m distance). **Wash your hands after every contact.**
- Deliver shopping, medicine or notes to the doorstep only. Do not go into the house. Place anything you are given, including money, in a clean plastic bag. Avoid cash if possible and use cards.
- Remind isolated people staying at home not to open their door to anyone they do not know and only give a bank card for shopping to someone **known and trusted.**
- Volunteers may be asked to do **other errands** like dog walking. Please use your discretion. If a request seems unsafe, unreasonable, or just too much, feel free to decline.
- Follow the current guidance from Public Health Wales go to <https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19> or for NHS guidance go to [www.nhsdirect.wales.nhs.uk/COVID19/](http://www.nhsdirect.wales.nhs.uk/COVID19/) e.g. The NHS may increase or decrease the time period for self-isolation. Encourage everyone to use these sources of information first and avoid confusion from the media, social media or other sources.

## PRACTICAL STEPS

- Ensure your vehicle is topped up with fuel and check that your vehicle insurance covers you for voluntary work.
- When cooking your own meals consider creating an extra portion for an isolated neighbour.
- Avoid misunderstandings about money. If you don't know the person well, offer some ID and leave your name and number. Document expenditure clearly and provide receipts for items purchased. Do not accept any gifts. If any accusation or disagreement arises over money, report this immediately to your co-ordinator.

## EMOTIONAL SUPPORT

- Offer emotional support to isolated people staying at home who may be feeling upset by the lack of contact with friends and relatives by designating someone to phone them at least twice a day.
- Encourage everyone to discuss worries about the virus or other issues and not to bottle up their emotions.