

Enquiries to:

Debbie Kaye, Head of community services
Cambridge City Council

E: community.resilience@cambridge.gov.uk



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Thank you for offering your time and skills to volunteer to provide essential community help and support in Cambridge during the COVID-19 crisis.

You will play one of the most important roles in supporting residents and communities during this national crisis.

As a volunteer you may be asked to help with the following tasks in your local community:

- Delivering food and essential household items to those who cannot leave their house
- Collecting and delivering medical prescriptions to those who cannot leave their house
- Social calls via telephone or videoconferencing to those who are in social isolation - these should not be in person
- Distributing essential advice/ support information

Cambridge City Council advises that whilst volunteering you should adhere to the following guidance at all times:

- **Do not** enter people's homes
- **Do not** take anyone else's bank details or bank cards
- Follow the national guidance on safe social distancing, maintaining a 2 metres (6ft) distance from others
- Keep washing your hands often for a minimum of 20 seconds
- Let a friend or family member know where you are going, and what you are doing
- Packages should only be left on doorsteps or inside porches
- Avoid cash handing wherever possible. Talk to your local group lead about an agreed system they have in place for reimbursement for goods
- Avoid the use of public transport, use your own vehicle and **do not** car-share
- Ensure your own safety above the safety of others

A network of support has been organised across the city. If you need advice or support, please contact your Local Ward lead in the first instance, whose details can be found here www.cambridge.gov.uk/coronavirus-community-groups. Alternatively,

you can contact Cambridge City Council on community.resilience@gov.uk or www.cambridge.gov.uk

In the unlikely event that you see or hear something that concerns you, inform your local ward lead in the first instance.

- If a child or vulnerable adult is in danger, call the police on 999.
- If you have a concern that someone is at risk or experiencing **domestic abuse** and is in danger call the police on 999.

Remember to look after your own health and mental wellbeing during this difficult time. Support and advice on keeping well is available here:

- <https://mentalhealth.org.uk/coronavirus>
- www.keep-your-head.com

Stay safe

And - thank you

On behalf of:
Community Resilience Team
Cambridge City Council