



Open message to all Voluntary and Community response to Coronavirus from AVOW.

The response that is occurring in our communities to the crisis we are all facing is fantastic and everyone should be congratulated for being good neighbours. Planning now is crucial before we hit the predicted peak around Easter time. This is giving everyone a couple of weeks to prepare.

At community level there are a few things that can be done so that there is consistency and more importantly no one is left out who is vulnerable and isolated.

General advice:

1. Identify a Champion/s in each street who take on the role of ensuring everyone in the street is included
2. Encourage everyone to be supported – anyone in denial about the issues should be actively encouraged to sign up
3. Look for a way to communicate without having to physically increase the amount of contact you have with those needing help
4. A good example is setting up a What's App or Facebook page for each street
5. Don't think beyond a street- the bigger the area you try and cover the more chance someone will be missed – keep numbers manageable.
6. All the Champions in the wider community should set up a What's App type Group to share issues and general communication
7. Keep your What's App Groups for the purpose intended to communicate messages of need
8. For people not on a mobile or internet – use a normal phone contact and designate someone in each street to ring them
9. For the few that don't have either use good old-fashioned pen and paper – and notes through letterboxes.

Safety- it is vital that everyone thinks about the safety of themselves and anyone they come into contact with when helping.

1. Do not go into people's house if you are delivering shopping, medicines etc
2. Vulnerable people should not open their door to anyone they do not know.
3. Do Not let people into your home who is not known
4. Be very careful when giving a bank card for someone to get shopping – know the person
5. Wash your hands after every contact- do not run the risk of cross contamination

Personal contact should be kept to a minimum

Practical steps-

1. Ensure anyone using a vehicle keeps their fuel topped up as much as possible
2. Food – supplies at present are still flowing but stocking up extras that are dried and tinned food
3. If you are making a meal think if you can do an extra meal and take it to an isolated neighbour

Emotional support-

At a time of crisis there will be people who will become emotionally upset with what is going on and the lack of contact with friends and relatives will increase the upset. If there are people who are known not to have relatives 'neighbours should arrange for someone to ring up and speak to the person at least twice a day. Contact with others is crucial to help people feel they are not isolated.

To support other people everyone within families need to talk about issues when they arise – do not bottle up anything.

Volunteering to support service provider- AVOW

There will be significant staff pressures across our health and care services who are on the front line- if anyone wishes to volunteer they should register their interest on <https://bit.ly/2QgCtfd> . You will be matched as appropriate. This is about creating a Bank of volunteers ready to move into action when required. Separate information will be circulated from AVOW.

Health Advice

Always follow the guidance issued by Public Health wales

<https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/>

Any queries you have about support in the community email info@avow.org