



Vulnerable People Guidance CoVid-19

MARDEN PARISH COUNCIL

Guidelines for those receiving help organised by the Parish Council during the Coronavirus crisis

Thank you so much for contacting the Parish Council asking for assistance during this crisis and here are a few guidelines for you.

The Parish Council will let you know who will be helping you and will give you their phone number and email address (if you and they have email). You and your volunteer can agree a password/safe word so you can be rest assured about your safety.

The person helping you will only be able to assist with some shopping, medical supplies or prescriptions for you. If you would like to have a natter on the phone to keep your spirits up, we're sure your volunteer will be more than happy to do this.

When you need assistance, you will need to telephone or email the person who will be helping you (if you or the person helping has email) to let them know what needs collecting and agree a delivery time. If a password/safe word has been agreed don't forget to say this.

As far as the payment is concerned, if you are ordering shopping, this will need to be arranged between yourself and the volunteer. The Parish Council will have details of who your volunteer is so you can be assured of your safety.

When your goods are delivered, they will be left on your doorstep. The person delivering them will bang on your door or ring your bell to let you know they have arrived. They will not wait for you to open the door to minimise direct contact.

The person delivering will be wearing gloves and using hand sanitiser regularly while they are out and about.

This arrangement is entirely between you and the person helping you. The Parish Council is unable to take responsibility for any consequence of this work.

Wishing you all the best in the very difficult time.

Office Opening Times

Mondays, Tuesdays & Fridays 10am - 12 noon

www.mardenkent-pc.gov.uk

Email: clerk@mardenkent-pc.gov.uk

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