



INFORMATION LEAFLET

COVID-19 ~ ISLAY RESILIENCE AND SUPPORT

The objective of this support network is primarily to ensure the wellbeing of our population during the Coronavirus event, particularly for those people who are isolating, as per the current Government guidance. The situation is changing rapidly and all will try to keep abreast of recommendations. The voluntary group will aim to provide the following support services as and when demand is identified:

1. When requested volunteers will contact the nominated people in isolation, with consent, and provide a friendly voice and offers of practical support.
2. Volunteers will be able to get groceries from Coop, and other shops, and organise for these groceries to be delivered and paid for etc, by a very small and dedicated team, utilising stringent hygiene techniques.
3. When required medication can be collected from your dispensing medical practice or Islay Pharmacy.
4. Frequent contact will be kept with those in isolation to ensure mental and physical wellbeing, by phone and other electronic means.

The volunteers in South Islay will be coordinated by Alyson MacGillivray, SID's Local Development Officer.

Step 1 – Contact Alyson at SID Office to let them know you are isolating at home

Step 2 – They will coordinate a volunteer to you

Step 3 – Details will be given of how to contact your volunteer

Step 4 – Contact volunteer when required to organise your pick-ups of shopping/medicine

Step 5 – Volunteer will leave on doorstep or follow guidelines for collecting payments on doorstep

People who are isolating will be allocated a volunteer, who they will communicate with to ask for their support to collect shopping from local businesses or medicines from your dispensing medical practice or Islay Pharmacy. To protect the volunteers please do not ask them to undertake any tasks out with the guidelines above.

People who are isolating will be allocated a volunteer to support them in collecting shopping or medication on their behalf. Please offer your volunteer every assistance as they try to help you. SID may have to change the working guidelines depending on Government advice.

We have consulted with some local businesses; they have offered the following services in place at present but they are liable to change at any point:

Local Coop Bowmore/Port Ellen – Please see overleaf for Coop Shopping Information Sheet will explain procedures on how to order your shopping.

Campbells of Islay, Port Ellen Tel: 01496 30 2264 – They will be able to take orders and payment over the phone. Which can then be collected by volunteers for delivery to your doorstep.

A S Porter - Family Butcher, Bowmore Tel: 01496 810 365 - They will be able to take orders and payment over the phone. The Coop van will be coordinating these deliveries.



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MacAulay's & Tories, Port Ellen Tel: 01496 30 2053 – They will be able to take orders over the phone. Payment similar to the coop will happen for cash. Which can then be collected by volunteers for delivery to your doorstep.

Port Ellen Surgery Tel: 01496 302 103 – Please telephone your practice as usual to order your medication. When you order your medication, you will need to advise your practice that a volunteer will be collecting your medication. When the volunteer collects your medication, the practice will ask the volunteer for your full name, address and date of birth. You do not need to tell the volunteer what medications you are on or what the medicines are for. The labelled bag containing your medications will remain sealed and will be left in a safe place at your property. The volunteer will contact you by telephone and confirm you have received the medication. Any drugs designated as *Controlled Drugs* need to be collected from Port Ellen Surgery before 12noon. The Surgery will sign for the *Controlled Drug* on behalf of the volunteer. Please contact your registered practice for any other requests.

Coop Shopping Information Sheet

Co-op Shopping

Client rings Volunteer



Volunteer writes down list of items (clarifying where necessary)



Volunteer Goes to the shop between 10.30am and 12.30pm and picks the items



Volunteer goes through check out

Volunteer must make checkout aware it is for home delivery and isolation

Check out total the bill and round it up to the nearest £5

Change given in a bag (£48--£50---£2 change in bag)

Volunteer telephones client and asks that they have money in **Notes** only

Volunteer confirms address and where the delivery is placed (porch)

Shopping Delivered by Coop Van and Driver takes the money

Volunteers should NOT handle money where possible



If you wish to volunteer in any way we would welcome you contacting us.

In the first instance please contact: Alyson MacGillivray at southislaydevelopment@gmail.com
SID Office - 300 579 Mobile - 07876643903 or Facebook