

# Kilburn COVID-19 Buddy-up Service

Do you need help because **you will need to self-isolate** or **are self-isolating**?

Lifeinkilburn are organising a 'buddy-up' service to pair you with a local resident.

Register at [lifeinkilburn.com/buddyup](https://lifeinkilburn.com/buddyup)

OR

Phone or text **07894 973434**

Leave a message if we cannot take your call

We will aim to find you a local 'buddy' who can help as much or as little as you agree.

We are volunteers with no financial interest. We promise that we will not share your information with anyone but your buddy.

Find us on Twitter [@lifeinkilburn](https://twitter.com/lifeinkilburn)

# Buddies Do and Don't

## DO

1. Have all **communication via a phone call and/or online**. Agree on a call frequency and time that is suitable for both.
2. **Have no direct contact**. Assume your buddy may be infected with the virus. Wash hands thoroughly after handling anything and do not touch your face until you have done so.
3. **Agree for a way to fund purchases**. The best way is via a virtual payment method, ie Paypal or a Bank Transfer. Receipts for purchases should be included with deliveries. The next alternative, especially for older buddies could be bank cheques. If cash or cheques is the only method then be careful and wash your hands before giving or receiving it. We would advise that in the initial contacts purchases do not exceed £20, so that trust can be built.
4. **Help get official advice**. Share it via phone or the internet and if required, read the info for them. For example you could provide the phone numbers of the NHS, a doctor's surgery, Age UK and so on...
5. **Thank your buddies for their help with a phone call or a message or a letter** but not gifts or money.

## DON'T

1. **Enter the property of the person you are helping!** If you are delivering for them ring them when you have left the shopping/deliveries in front of their front door, move back to where you can see what you have left but at least 2 meters away, wait until the person you are helping has come out to collect what you left, wave if appropriate but no more. Thank yous can be exchanged later on the phone.  
If you are picking up something from your buddy's home, phone them that you have arrived at their property from a safe distance, wait until they deposit what you are collecting and have gone back indoors and then pick up what you are collecting. Phone to let them know that all is OK.
2. **Do not share personal information** unless trust has been built. For example don't ask why help is needed, or the age of the person being helped or helping, their last name, or their family circumstances. If after a while you feel that sharing this information is appropriate that's OK but do not feel pressurised to share personal information.
3. Do not give out your **bank PIN number or passwords** to online accounts
4. **Do not give anyone your bank card**. To pay people back please do this via PayPal, a bank transfer, a cheque or cash. Always wash hands thoroughly if you have handled anything such as cash or cheques.
5. **Do not provide suggestions around health or medication**. Always refer to NHS advice. If the person you are helping doesn't have internet access it is OK to read to them official NHS advice from the NHS website.
6. **Do not make gifts or accept gifts unless you feel comfortable with that**. A thank you phone call or a letter is always welcome.
7. **Do not offer or request financial assistance between buddies**. If financial difficulties are encountered please provide the details of an appropriate service.
8. **Do not offer to collect or request for prescriptions or over the counter medicine to be collected from pharmacies**. Instead you could facilitate for the delivery to be made by the pharmacy and provide information on how to arrange that.
9. **Do not share information about your buddy with the authorities**. If help is required then provide all necessary contact details to your buddy so that they can organise contact themselves.

The aim of a buddy-up system is to provide one to one help to those in need and not to create a friendship. Trust is paramount in this situation. Be wary until you are 100% sure that you can trust your buddy but please still adhere to the do's and don'ts above.

Please note that once we have paired buddies together, we will have no further involvement unless someone requiring assistance needs a new buddy.