

Thornbury & District Stroke Support Group

How we aim to Support you during the Coronavirus crisis

1. We will allocate members to a volunteer who will be their point of contact for all stroke matters.
2. The volunteer contact will be asked to phone their allocated stroke group member regularly at least fortnightly or as agreed with the member. Designated volunteers will also be in possession of alternative contacts if applicable.
3. When dealing with SG matters, volunteers must comply with the current advice from the Government. This means that volunteers will not be expected to visit or carry out errands on behalf of the member or other volunteers. If a member needs help the volunteer should alert the family or within reason, facilitate the help needed.
4. In addition to volunteer interaction we will appoint a Coronavirus Support Coordinator to be the first point of call for Coronavirus issues. All members and volunteers will have access to the persons telephone number. This will be in addition to the cascade system that will be set up.
5. The Group will set up a Facebook Group so that members can communicate and interact with each other if they wish. Instructions will be provided on how to install Facebook and how to participate.
6. The Groups' web site will be regularly updated but information will be restricted to news about what is happening in the Group, it will not give any information about individuals or offer advice about Coronavirus.
7. Communication is a key issue and the Trustees should be kept in the loop so that a coordinated response can be maintained. If possible, we will encourage members not on email or internet access to find a friend or family member who can forward information to them. The Group cannot undertake to use the mail system to distribute material.
8. Everyone will be encouraged provide feedback and be aware of the effects that isolation can have on us all. For example, we could distribute articles, stories and quizzes of the sort that normally appear in Penstrokes. We will also encourage engaging in simple activities at home such as jigsaws, crosswords etc.
9. The internet can be safe if you follow simple precautions but with more use of the internet at this time, there is an increase in the risk of compromise and scammers will no doubt be more active than ever. We will issue some guidance on how to avoid compromising your data and how to deal with possible scams via the internet or telephone.
10. The Group will adhere to its data protection policy and safeguard your information. However, we will temporarily amend it so that telephone numbers can be shared so that members and volunteers can keep in touch with each other. If you do not wish for your telephone number to be disclosed, please let us know.