

As communities deal with uncertainty and isolation during the COVID-19 pandemic, there are many who require help from others and many who wish to volunteer their time and services.

By following five simple guidelines, those wishing to provide help can ensure that they stay safe:

Join
an existing community group

Don't cold call people - if you want to volunteer your services, find a verified organisation or community group through the Scottish Government's Ready Scotland scheme: www.readyscotland.org. This will help vulnerable consumers feel safer.

Carry
verifiable ID

If you are volunteering for an organisation, they should have a point of contact that people can call to verify your identity. The person you are offering to help must be able to check that you are who you say you are.

Protect
others in your community

If you see or hear about anyone suspicious who is cold calling people in your community, report it to Police Scotland on 101

Wait
to receive payment

Don't take a payment from anyone up front - wait until you have delivered their items.
NEVER accept anyone's bank card or sensitive information such as PIN numbers or bank account details.

Distance
yourself from others

Keep at least 2 meters away from other people - leave deliveries at the door and take steps to keep both yourself and those you are helping safe from harm.

Get the latest advice from NHS Scotland:
nhsinform.scot/coronavirus

Advice for those wishing to help others in their community

Report scams to Advice Direct Scotland on 0808 164 6000 or through consumeradvice.scot

Sign up to receive Neighbourhood Watch Alerts at neighbourhoodwatchscotland.co.uk

Find trusted sources of information at tsscot.co.uk/coronavirus

As communities deal with uncertainty and isolation during the COVID-19 pandemic, there are many who require help from others and many who wish to volunteer their time and services.

By following five simple guidelines, those in need of help can ensure that they stay safe:

Check

who you are dealing with

If a caller you don't recognise says that they are from a community group or verified organisation, call the organisation using a number from their official website or from a phone directory. Genuine callers will be happy to wait while you do this

Stop

uninvited callers on your doorstep

Don't feel obliged to answer the door to anyone you don't know.

Avoid

cyber and phone scams

Keep up to date with the latest scams by signing up to the ScamShare bulletin or visit www.tsscot.co.uk/coronavirus

Wait

to hand over a payment

Those who are genuinely trying to help will be happy to receive a payment once they have delivered your items. Many supermarkets have 'volunteer' gift cards which you can purchase in advance and give to a volunteer.

NEVER give out your card or bank details and **NEVER** hand your bank card to anyone at the door.

Report

suspicious callers / activity

Call Police Scotland on **101** or **999** in an emergency
Report scams to Advice Direct Scotland on **0808 164 6000**

Advice on dealing with unsolicited callers while self-isolating

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