

## Covid-19 (Coronavirus) Contingency Plan

Organisations have been asked to think about what they can do differently to help with the delay of the Coronavirus.

We are very aware of STAR Project's responsibility to consider the health, safety and wellbeing of people in our community when delivering our services. We are also aware that, for many, attending STAR is seen as a lifeline for reducing isolation and tackling food insecurity. Please be assured that we have adapted the methods we use to support people to ensure these needs continue to be met. What we've come up with is not our regular services but at STAR Project we pride ourselves on the ability to be flexible, creative and responsive to the needs of our community.

After a team meeting, consultation with our Board, community members and partner organisations, and a review of current capacity - we have decided to take the following action.

### **As of Thursday 19 March 2020, we'll begin rolling out the resources and new supports that we have developed**

**One to One support** – while priority will be given to existing community members and those deemed to have the greatest need, please be assured that we will strive to support everyone who engages with us

**Community Fridge and Pantry** – we will endeavour to support everyone who requires this service but will prioritise according to need and those self-isolating

**Wee STARS Toddler Group** - while priority will be given to existing community members, please be assured that we will strive to support everyone who engages with us

**All other supports** – we will endeavour to support everyone who engages

We have created a **request form** to enable us to tailor any supports people may need – you can access it here <https://www.surveymonkey.co.uk/r/STARRequest>

<b>Current Support</b>	<b>Adapted Support</b>
One to one support (inc befriending)	Regular support via one to one phone calls from our staff and/or trained volunteers
Monday to Friday between 9.30 and 5	Monday to Friday between 9:30 and 1
Drop-In	Online chat room through the platform of *Slack (details below) on themed

<p>Monday to Thursday 9.30 to 1</p>	<p>topics, Q &amp; A sessions, information and advice</p> <p>Monday to Thursday 9:30 to 10:30 and again from 11:30 to 12:30</p>
<p>Workshops</p> <p>Monday to Thursday AM and PM</p>	<p>These will be delivered digitally through our Facebook page and on *Slack (details below). It is our intention to deliver these as creatively as possible</p> <p>Monday to Thursday AM and PM</p>
<p>Community Fridge &amp; Pantry</p> <p>Monday to Thursday 9:30 to 1</p>	<p>Staff and Volunteers will deliver food and hygiene products to individuals and families who would benefit from this service</p> <p>Monday to Thursday between 9:30 and 5 by arrangement and dependent on supply</p>
<p>Wee STARs Toddler Group</p> <p>Fridays 10 to 12</p>	<p>For families and carers who want to deliver creative, educational and fun activities for their toddlers. We will have craft packs available to be picked up from the project during the week and post a link to resources supporting you to complete them at home on Slack and Facebook</p> <p>Wednesday to Friday AM collection</p>
<p>Paisley Men's Shed</p> <p>Tuesdays 11 to 1 &amp; Thursdays 12 to 3</p>	<p>Members are afforded the same supports as detailed above and we ask that you fill in our request form if you feel you will benefit from it. Additionally, you can contact the group through Facebook at @PMensShed or Twitter @PaisleyMensShed</p> <p>As above</p>
<p>Chin Up</p>	<p>Members are afforded the same supports as detailed above and we ask that you fill in our request form if you</p>

<p>Wednesdays 6 to 8</p>	<p>feel you will benefit from it. Additionally, you can contact the group through Facebook at @ChinUpPaisley</p> <p>As above</p>
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**Additionally, we aim to provide the following supports**

- Help with shopping, especially for people who can't leave the house and don't have the money for a delivery
- Assist with prescription pick ups
- Some of our community members do not use or have access to the internet. Therefore, it is our intention to communicate with these individuals through posting or delivering relevant information, letting them know what action we have taken and how we can help

We will develop, refine and adapt this plan on a daily basis. Where resources mean that we can't offer the kind of help we would like to, we'll make sure people are supported to access support from the Government and statutory services.

**We hope to also offer**

- Provide mobile phone top ups so that those without data or the internet at home can stay connected
- Provide meter top ups so that community members can continue heating their homes

However, this is contingent on receiving donations or funding from other organisations and individuals.

**Information for the STAR community**

You are not alone and you will not be forgotten about - we ask that you complete a form letting us know your preferred method of communication (social media, email, phone calls, post) and we will endeavour to contact you as regularly as possible. Don't be afraid to tell us when you would like us to change the way we communicate with you.

We're aware many people are scared, and the closure of our Drop-In is an issue for you. Therefore, we want you to know the following:

- Our Drop-In may be closed but we will continue to work and make ourselves as available as possible

- If you have internet access, we have created a chatroom, via \*Slack, where our community members can talk and chat with staff, volunteers, and each other (just like our Drop-In.) To access this, we request people provide us with an email address and a member of staff can add you
- Our workshops will continue but we will deliver these through social media platforms. Just like in person, don't be afraid to come into the chatroom and to suggest workshops you feel you would benefit from and we'll come up with as many creative ways to deliver them as possible

## **Support**

We will contact you through phone calls. One to one support will be delivered either over the phone or through a dedicated chat room (depending on what you are most comfortable with).

## **Community Fridge and Pantry**

This is currently our biggest challenge, but we appreciate how vital our fridge is to a lot of our community members. Staff are currently working on sourcing additional food donations to distribute. As the project will no longer be open to the public, we are currently working to compile a list of volunteers who will be prepared to collect food and drop it off to people's houses. In the same way our community fridge currently works, we are unable to list the foods donated or promise specific items as this is dependent on what we receive. Therefore, we ask community members to let us know if they would benefit from this service and we will liaise with them individually to organise food drop offs. Again, we request that you fill in one of our request forms so we can keep you up to date.

## **Partner Organisations**

We appreciate that all organisations are currently adapting to respond to the current situation. Therefore, we offer the following information:

What we can do for you:

If you currently deliver services that are vital for the community but are struggling to source volunteers to continue these services, please contact us and we can have a discussion on how best to proceed. STAR Project has 20 years' experience of training and supporting volunteers and we currently have a host of volunteers with diverse skills that may be able to help

If, during the course of your work, you identify a vulnerable person who requires support, please contact us and we will endeavour to support them through our one to one phone calls, online chatroom, or another support as detailed

What you can do for us:



If you have resources that you feel would benefit our community members and that you will not use, please donate them to us

If any of your staff, volunteers or service users could help, please get them to contact us

If you could financially support us to continue our work, please do

### **Members of the community**

We're aware of the incredible acts of kindness currently happening in the community. We've witnessed neighbours going out and shopping for each other or checking in with isolated people. This is amazing and we applaud you for your community spirit. If you feel like you would like to continue doing this but would like support from STAR Project to do it, please get in touch with us. Alternatively, if you would like to support our work, please consider donating anything you can so that we can purchase food and/or phone/meter top ups and deliver these to vulnerable members of the community.

Finally, stay safe, know we're here for you and keep on being STARs Please follow the official guidelines from the NHS and look after each other.

### **Key contact information**

[enquiries@star-project.org.uk](mailto:enquiries@star-project.org.uk)

Community Fridge and Pantry – donations, requests & volunteers

[heather@star-project.org.uk](mailto:heather@star-project.org.uk) 0141 889 5850 or 07557876455

#### *Social Media*

Facebook @STARProjectPaisley

Twitter @STARProjPaisley

Instagram @paisleystarproject

#### *Financial Donation*

GoFundMe – <http://bit.ly/GoFundSTAR>