



How to be a Good Neighbour in the Royal Borough

With many older and more vulnerable people in our community self-isolating due to the Coronavirus (COVID-19) outbreak, lots of people have been stepping forward wanting to help, demonstrating the community spirit in the Royal Borough of Windsor & Maidenhead.

We have put together some tips for the best ways you can offer your support.

You can donate your time Be a good neighbour



- Connect and reach out to your immediate neighbours
- Swap phone numbers – a conversation may be a lifeline and will help people feel less lonely
- If there is a neighbourhood social media page, you could help them connect with this
- Encourage others on your street to help
- Help your neighbour put together a contact list of useful numbers e.g. their personal emergency contacts, local advice lines, etc.
- Practical support such as picking up prescriptions, helping them with online shopping, walking their dog, etc.

Advice and Guidance

Don't enter people's houses – stay on the doorstep and keep 2 metres apart!

- Be kind and courteous
- Respect everyone's privacy, helping vulnerable people requires mutual trust e.g. don't share any private information
- Follow infection control advice and social distancing – with Coronavirus (COVID19) the situation is fast evolving so follow the latest advice from trusted sources e.g. Public Health England (www.gov.uk/government/organisations/public-health-england)
- If you feel unwell with symptoms of coronavirus you should self-isolate. Guidance on this is available on the NHS website: www.nhs.uk/conditions/coronavirus-covid19
- Visit our website: www3.rbwm.gov.uk for regular updates
- Carry a mobile phone and let someone know where you are going

Urgent response volunteering



If you would like to be part of the Royal Borough's Volunteering initiative, please follow this link to register:

www3.rbwm.gov.uk/info/200384/news_and_information_releases/1521/covid_19_resident_and_business_update_page

Urgent response volunteers support residents and communities affected by an emergency and it is a diverse and varied role. In relation to the Coronavirus (COVID19) response, tasks may be as follows:

- Staffing a phone line; taking calls from local residents, finding out what help they need and recording this
- Organising help and support for local residents
- Signposting residents to local services that can help
- Distributing and delivering goods e.g. food and toiletries