

## **Confidential Use of WhatsApp**

This WhatsApp procedure is to be used as a confidential method of communicating with all volunteers, and between volunteers, when someone in the village is calling for help. It is immediate and only three people are involved in each “transaction”: the original caller, a coordinator, and a volunteer. No time is wasted, and no volunteer is excluded in the search. Furthermore, it generates a feeling of teamwork among the volunteers.

### **Procedure**

**Stage 1.** When one of the Coordinators (John Cater or Jane Morgan) receives a call for help from a villager, they ask a number of specific questions (there is an aide memoire, attached) which prompts appropriate questions to ensure that we have grasped the problem and its details.

**Stage 2.** Using WhatsApp, a brief message is sent out to the WhatsApp Group, laying out the basic details of the request for help, and asking if there are any volunteers who would be prepared to take on the request. The message does not mention any personal details. For example, it might say, “we have a call from an isolated villager to pick up prescribed medicines from a chemist in Salisbury, next Monday. Can anyone help?”

**Stage 3.** Stage 3 assumes at least one volunteer can carry out the request. They respond over WhatsApp saying they are able and willing. Thus, everyone in the WhatsApp Group sees the original request from a coordinator, and everyone sees a positive but confidential response.

**Stage 4.** The coordinator communicates with the volunteer on a one-to-one basis, providing: details of the name, address and other contact details of the person seeking help. This communication would be by for example: a one-to-one email, or a telephone-call, or a text, simply providing the minimum but necessary details of the person seeking help. The Coronavirus WhatsApp MUST not be used for reasons of CONFIDENTIALITY.

**Stage 5.** As soon as possible, the volunteer makes contact with the person seeking help, to: introduce themselves and verify the details, clear-up any geographical issues and/or restrictions on delivery and, if appropriate, agrees how payment is to be made.

**Stage 6.** The volunteer, carrying ID and knowing the details of the request, AND the details of the villager (full name, address, telephone number and date of birth) obtains the prescribed medicines (or buys the shopping etc) and delivers the requested items to the person asking for help.

**Stage 7.** The volunteer reports back to the coordinator that they have completed the task and the coordinator logs the successful completion.