

When making contact with someone on their doorstep:

**Do**

- Do make an appointment first so the person knows when you'll be calling.
- Do communicate clearly who you are and what group or organisation you are from.
- Do always try and fit in with someone's requirements; for example someone may need you to text rather than ring the doorbell when you drop off their shopping.
- Do help people to feel safe by being reliable and consistent.
- Do keep a 2 metre separation between yourself and the person answering the door.
- Do keep people informed about other support options that may be available so that they can choose the best service for them and don't feel they can only come to you.
- Do report any serious concerns you have about someone you are helping. If you think they are in danger or are experiencing any form of abuse call 999 if it is an emergency, or if the person is not in immediate danger call 101.
- Do stay aware of potential dangers to your own safety and wellbeing.

**Don't**

- Don't assume someone wants or needs your help - ask first.
- Don't enter someone's home for any reason. If somebody needs immediate help call the emergency services.
- Don't wear a helmet or facemask when approaching someone's home.
- Don't offer advice on things such as benefits or legal matters, even if you have experience with the issue. Support the person to contact a local Advice Centre or Bristol CAB <https://www.bristolcab.org.uk/get-advice> - 03444 111444.
- Don't attempt to offer in-depth emotional support. If someone is particularly distressed provide details of a helpline such as [The Samaritans](#) (Freephone 116 123).
- Don't accept money or other gifts. People may want to give something back to say "thank you" but suggest they make a donation to your charity or contribute to [Quartet Community Foundation appeal](#).
- Don't give out your personal information, if you think the person is isolated signpost them to a local befriending service such as [Age UK](#) (0800 678 1602) or [The Silverline](#) (0800 470 80 90).

Voscur is here to support VCSE organisations. For support, advice and guidance, please contact us: [info@voscur.org](mailto:info@voscur.org) 0117 909 9949