

St James Pastoral Care Network Guidelines v2.010420

1. The pastoral care network (pcn) is not an organised volunteering service, rather a service which connects people of the parish who can offer help with those who need help; that is a service that encourages people to love one another in their communities. Once people are connected together the care takes places between the individuals concerned as they decide, at their own risk¹, and following all [government advice](#), including that on [social distancing](#) and [shielding](#) those who are extremely vulnerable.
2. Helpers will receive a phone or email from us with the name, need, phone, and or email of the person requiring help. Similarly, the person requiring help will receive the name, phone, and or email of the person assigned to them. The networks involvement ends here, though supporters and helpers may contact us to request further assistance if required, e.g., to modify their offers of help or requests for help.
3. We are not able to offer any medical advice. Please consult the [NHS](#) for this as appropriate.
4. Those offering help will be adults over the age of 18.
5. It is requested that helpers do not enter the homes of those who need help. Please familiarise yourself with the [Queercare's guidelines](#) on how to support others without spreading the infection.
6. For those requiring help with picking up medication. It is recommended that they first ask the pharmacy to deliver their medication for them. If this is not possible, they will only be matched with people who are known to them and friends, so that this care function may be undertaken safely.
7. Registering with the network means you consent to the principles of care offered in these guidelines.

¹ We have been advised by Cheshire West and Chester Borough Council that “volunteer groups will need to be insured whilst carrying out missions for vulnerable residents, like collecting groceries.” We are not able to offer this insurance as part of the network.