

## COVID-19 Health and Safety Guidance for Volunteers

The safety and wellbeing of volunteers during a global health emergency like COVID-19 is paramount. Please ensure you always follow the guidelines below :

- 1) **Wash your hands regularly and properly** by using alcohol-based hand rub or soap and water
- 2) **Avoid touching the eyes, nose and mouth.** Hands touch surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth.
- 3) **Practice respiratory hygiene.** Make sure you, and the people around you follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately. Droplets spread virus. By following good respiratory hygiene, you protect the people around you from viruses such as cold, flu and COVID-19.
- 4) **Maintain at least 2 metres (6 ft) distance** between yourself and anyone who you are supporting
- 5) If you are delivering groceries or prescriptions, please confirm an approximate drop off time with your client and **knock on the door and leave items on their doorstep** for collection by the client and step back at least 2 metres from the door.
- 6) When the client answers the door **ask them to take the shopping inside and tell them they MUST wash their hands as soon as they have taken it indoors.** Once inside clients should leave the bag and not touch it for 12 hours to reduce the risk of any possible virus contamination on surfaces. However, if items are needed immediately or if they need to be chilled/frozen clients are advised to wipe them down with antibacterial wipes / solution to minimise risk of potential contamination. **All items should be ideally wiped down with antibacterial wipes or spray even after leaving for 12 hours** as it is currently unclear how long the virus can survive on various surfaces.
- 7) Please **do not exchange cash / payments** in person. Please arrange reimbursement of funds either via online payment or through the organisation you are supporting.
- 8) **If you have fever, cough and difficulty breathing, seek medical care.** Stay at home and visit: [www.111.nhs.uk/covid-19](http://www.111.nhs.uk/covid-19) and follow the instructions to complete the symptom checker OR phone your GP . **DO NOT GO DIRECTLY TO YOUR GP OR HOSPITAL.** Why? 111 and your GP will have the most up to date information on the situation. Calling in advance will allow your health care provider to direct you quickly to the right health facility. This will also protect you and help prevent the spread of viruses and other infections.
- 9) **Stay informed and follow advice given by 111, your GP or Public Health England.** National and local authorities will have the most up to date information on whether COVID-19 is spreading in our locality. They are best placed to advise on what our area should be doing to protect themselves.

- 10) **If you feel unwell at any time, PLEASE STAY AT HOME and do not attend any voluntary commitments.** However, please call to let your relevant Manager or team know.
- 11) **Notify your Manager immediately if you have had direct contact with someone who displays any symptoms or who is a confirmed case and stay at home.** Direct Contact means:
- Living in the same household
  - Direct or face to face contact with a case, for any length of time
  - Being within 2 metres of the case for any other exposure not listed above, for longer than 15 minutes.
  - Being advised by a public health agency that contact with a confirmed case has occurred

**If you have any concerns regarding your voluntary role, please always seek advice from your organisation.**