**Advice for COVID-19 Community Support Volunteers**

We are all glad you are here to help ensure the health and safety of members of your community. The people you are helping are at greater risk of experiencing severe or potentially life-threatening symptoms of COVID-19. To ensure volunteers minimise the risks of transmitting the infection to those they are trying to help, to yourself and/or other volunteers, you **MUST** observe these rules.

|  |  |
| --- | --- |
| Personal Hygiene/ Responsibility | * Wash your hands regularly for 20 seconds with soap and water, drying them fully
* Catch coughs and sneezes in tissues and dispose of these properly **CATCH it, BIN it, KILL it**!
* Avoid touching your face, eyes, nose or mouth with unclean hands
* Use hand sanitiser where it is available
* **STAY AT HOME IF YOU ARE UNWELL**
 |
| Social Distancing | * Ensure you maintain a 2 metre distance from other volunteers, staff and those you are here to help
 |
| Personal Protective Equipment (PPE) | * Where gloves are provided, these are NOT a substitute for good hand washing, as the virus can be transmitted by surface contact
* Social distancing is paramount and with this other PPE (eg. face masks, suits, etc) are not required for volunteer duties
* Dispose of all used PPE in a safe manner as instructed
 |
| Driving and Deliveries | * Drivers and any passengers must observe social distancing (maintain 2 metre distance) in vehicles – if this distance cannot be achieved you much not share a vehicle
* Volunteers making deliveries MUST carry proper authorisation and photo ID
* Deliveries should placed on doorsteps, ring doorbell/ring mobile and you **MUST** step back (2 metres)
* If the person being helped needs items brought further into their home, this must be done by observing social distancing
* Wash or sanitise hands before and after every delivery
* Clean and disinfect surfaces and parts of vehicles that are touched regularly particularly inner and outer door handles, steering wheel, hand brake, gearstick, boot handle and lid
 |
| Cash Handling | * Avoid handling cash - payments should be done directly between the person requiring help and the service provider
 |
| Mental Health | * Look after your own physical and mental health in what can be stressful conditions
* Ensure you take adequate breaks, drinks and food
* If you have any difficulties/ issues don’t hesitate to speak to the person in charge
 |
| If you have **ANY DOUBT** about how you observe the above rules, or at **ANY POINT** you think you may have symptoms of COVID-19, you **MUST** make this known **AS SOON AS POSSIBLE** to your coordinator. | **COVID-19 symptoms** |
| * New & continuous cough

**AND/OR*** High temperature
 |