

COVID-19 Guidance for Volunteers

delivering shopping or prescriptions or hot food

Deliveries are a major opportunity for infection of the people we are delivering to, and also to you.

As Covid 19 can be asymptomatic you must think that everyone you meet could have the virus, even if they display no symptoms. Equally you could be a carrier. Every contact is an opportunity for infection. We ask for your help to keep the people in our community safe and to help us keep you safe, by following this guidance.

At the shop

Wash hands with water and soap for 20 seconds or use hand gel before collecting **pre-packed** bags of goods. or hot food.

Ideally stay outside of the shop and let the staff come out to you to give you the shopping/hot food.

If you have to pick items from a shop maintain 2 metres distance at all times and disinfect/wash your hands beforehand. Use a new carrier bag.

Travelling to a clients house

Maintain safe distances when walking to the client's house. If using a car make sure to disinfect surfaces regularly. If you use your own car please call your insurance to make sure you are covered during your volunteering. Most insurances will do this free of charge.

At the client's home

Knock on the door. Don't use bell or knocker.

Place items on door step.

Walk away and **do not wait to be thanked** – communicate only by waving through a closed window if appropriate.

Immuno-compromised (i.e. shielded) clients should disinfect packaging before they put them away.

If the person comes to the door as you approach and needs to speak to you, walk back a car's length and then ask them to close the door to enable you to leave the package safely.

Wash hands with gel after delivery and again with water and soap before eating or drinking.

At your home

Remove and wash your clothes and take a shower.

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dog walking

There is currently no evidence that dogs can get infected with the virus, however Covid-19 could theoretically be transmitted through petting an infected person's dog. The handover is also a major opportunity for infection.

Getting ready

Please wear gloves and let the client know your arrival time. Remind them that 2 metres distance must be maintained at all times

At the client's home

Knock on the door. Don't use bell or knocker.
Step back 2 metres.
Wait for the dog to be brought out and call it.

Dog walking

Remember to maintain a 2 metre distance at all times.

When returning the dog

Knock on the door. Don't use bell or knocker.
Step back 2 metres.
Let client call dog.
Immuno-compromised (i.e. shielded) clients should disinfect leads.
Take your gloves off without touching their exterior and dispose of safely.
Wash hands with gel and again with water and soap before eating or drinking

At your home

Remove and wash your clothes and take a shower.



A note on GDPR

Please keep personal information such as addresses and health status confidential and safe in accordance with the guidelines issued to you.

A note on Safeguarding

Please follow agreed procedures and report any concerns about somebody's wellbeing to your named contact.