

# Guidance for volunteers



It is important that we protect our volunteers, and those receiving volunteer support. To protect everyone and prevent the spread of **COVID-19**, we ask that all volunteers follow this guidance:

- Stay at home if you have a new, continuous cough or a high temperature, and follow the NHS guidance.
- Do not volunteer if you, or anyone in your household, is following self-isolation guidance because they have developed symptoms of COVID-19 (a new cough that is continuous, or a high temperature).
- If you live with an extremely vulnerable person who has been advised to following the government 'shielding' guidance, you should strictly follow the government guidance on social distancing. This means that we cannot accept your volunteering support at this time.

## How to protect yourself

- Stay at home if you have a new, continuous cough or a high temperature, and follow the NHS guidance.
- Wash your hands regularly with soap and water for 20 seconds or use an alcohol-based hand sanitiser.
- Try to support people who live close to you so you don't travel larger distances.
- Be sure that someone knows where you are – when you arrive and when you leave a specific location/ address.
- Avoid going into people's homes.
- Don't bring people together face to face. Follow the government's advice on social distancing, shielding of extremely vulnerable people, and self-isolation for households where a household member has symptoms of COVID-19.
- Be ready and willing to show ID to people who you are supporting.

## How to protect vulnerable people who need support:

- Some of the people who need your support will be extremely vulnerable to COVID-19. To protect them, it is really important to follow this guidance.

- Wash your hands more frequently than usual, with soap and water for 20 seconds. Alternatively, use an alcohol-based hand sanitizer.
- Wash your hands before and after any contact with an extremely vulnerable person or their home setting.
- As far as we know, the COVID-19 virus does not survive long on packages and parcels. However, some of the people you may be assisting are at very high risk, therefore we advise you to wash your hands before and after handling any packages or deliveries for these individuals.
- Use disposable gloves, whenever possible
- If possible, door knock as opposed to ringing door-bells.
- Avoid touching door handles where possible.
- Where parcels need to be delivered that won't fit through letterboxes: place the item at the door, knock on the door, then step aside to a safe distance (2 metres or 3 steps) while the item is retrieved. This will ensure that items are delivered securely rather than being left outside.
- If you are involved in food preparation or handling, follow food safety guidance

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