

## **Covid-19 Support Team - Guidance Notes for volunteers**

**Your Safety** - Please observe the current health guidelines. Be aware that many of the people you help will be infected and there are real risks. Do not enter a client's property. Always maintain physical separation and if you handle anything touched by the client sterilise or wash your hands before touching anything else. Leave deliveries on the doorstep and place anything you are given, including money, in a clean plastic bag.

**Transport** - Please check that your car insurance is in order and that you are covered for voluntary work. No additional cover has been arranged and policies do vary.

**Scope of Work** - Beyond the obvious errands and dog walking we cannot predict what volunteers are likely to be asked for. Please use your discretion and remember the limitations imposed by the safety measures. If it seems unreasonable, unsafe, or just too much, feel free to refuse.

**Care with money** - Please take care to avoid any misunderstanding with client's money. If you don't know the client well you should offer some form of ID and leave your name and number with them. Clients should be advised to ask for this in order to protect them from opportunist thieves.

Good practice suggests that those who undertake shopping for a person should document the handling of money clearly, ensure receipts for goods purchased are provided. It is important to report any accusation or disagreement over shopping money/change or goods to the Support Team Co-ordinators immediately. In addition, the Support Team should tactfully refuse any personal gift offered to them by anyone they're shopping for.

Example of Risk Assessment you may want to consider

| Tasg/ ardal i'w asesu/<br>Task/Area to be assessed: <b>COVID 19 – COMMUNITY RESPONSE TEAM</b>  |  | Dyddiad/Date: .....   |  | Dyddiad Adolygu/Review Date: .....   |  | Lleoliad/<br>Location                          |                    | VARIOUS LOCATIONS   |                    |   | Dyddiad<br>Terfyn/<br>Deadline |  |
|--|--|---|--|--|--|--|--------------------|---|--------------------|---|--------------------------------|--|
| Swyddog Asesu/<br>Assessing Officer  |  | SUT MAE'R RISG YN CAEL EI<br>reoli ar hyn o bryd? How is<br>the risk currently<br>controlled? |  | Pwy sy'n gallu cael eu<br>brifo a sut?<br>Who might be harmed<br>& how?  |  | Lefel Risg<br>Dechreuol/ Initial<br>Risk Level |                    | Pa gweithrediad sydd angen i<br>lleihau y risg ymhellach?<br>What action is required to<br>further reduce the risk? |                    | Lefeiau risg gweddilliol<br>ar ôl systemau<br>rheolaeth? Residual risk<br>level after controls? |                                | Gweith-<br>rediad gan<br>Bwy/<br>Action By<br>Whom |
| Peryglon Sylweddol/<br>Significant Hazards   |  |   |  |  |  | Lefel o Risg<br>Risk Level                     | Lymder<br>Severity | Tebygoliaeth<br>Likelihood  | Lymder<br>Severity | Lefel o Risg<br>Risk Level  |                                |  |
| Coronavirus is a viral disease that can cause coughing, fever and difficulty breathing. It can be more severe in older people, those with weakened immune systems and some long-term conditions like diabetes or cancer. |  | Older people and those with underlying health conditions who will be in self isolation.       |  | All volunteers have been given clear instruction to <ul style="list-style-type: none"> <li>Avoid any physical contact with anyone who is in self isolation.</li> </ul> |  | 2  | 3                  |   |                    |   |                                |  |
| Community response teams will be delivering essential items to those who are in self isolation.  |  |   |  |  |  | 6  |                    |   |                    |   |                                |  |

**Contamination**

All supplies delivered will be left on the doorstep

Gloves will be worn when knocking on the door or ringing door bell to alert person of arrival

Please be mindful that some people may not hear door knocking.

Gloves need to be disposed of after each visit when knocking doors or ringing door bells.

Carry plastic bag in the vehicle to dispose of any used gloves

Money transactions will be made either through bank transfers or cash, preferred method

If persons open the door whilst you are delivering you must ask them to kindly close the door till you have left and in safe distance away from them.

Volunteers to visually check that persons have taken the supplies to the house.

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|--------------------------|--|---|--|--|--|--|--|--|--|
|                          |  | <p>would be bank transfer.</p> <p>If cash is used plastic bank bags should be used to give back any change this can be posted through the letter box when delivering.</p> |  |  |  |  |  |  |  |
| <p><b>III health</b></p> |  | <p>Volunteers to contact their coordinator immediately if they are feeling unwell and self isolate if showing symptoms of covid</p> <p>19</p>                             |  |  |  |  |  |  |  |

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|---|--|---|--|--|--|--|--|--|
| <p><b><u>LONE WORKING</u></b></p> <p>Volunteers will be lone working when delivering emergency supplies to those in self isolation.</p> | <p>Risk of ill health in isolated areas</p> <p>Road traffic incidents</p> <p>Vehicle breakdown</p> | <p>All volunteers have use of own mobile phone</p> <p>Introduce lone working buddy system between the volunteers they should buddy in pairs contacting each other frequently.</p> |  | <p>Advise volunteers to confirm attendance at beginning of shift and confirm when they are finished for the day via text to coordinator</p> <p>Ensure coordinator has access to all mobile phone numbers.</p> <p>Coordinator to adopt volunteer attendance register, to sign in and out when</p> |  |  |  |  |
| <p><b><u>PERSONAL PROTECTIVE EQUIPMENT</u></b></p>  |  | <p>Disposable gloves</p>  |  | <p>Hand sanitizer or wipes if available.</p> <p>Personal First aid kits if available</p>   |  |  |  |  |

## **Food Bank**

In the following weeks the way local food banks are operating will be slightly different. Please contact your local Covid-19 Support Team if you require essential food or personal hygiene items.

If you feel that you don't need the services of a food bank but would like to contribute to help those that do, a Go Fund Me page has been set up and can be found here:

[https://www.gofundme.com/f/banc-bwyd-mon-food-banc?utm\\_source=customer&utm\\_medium=copy link&utm\\_campaign=p\\_cf+share-flow-1](https://www.gofundme.com/f/banc-bwyd-mon-food-banc?utm_source=customer&utm_medium=copy_link&utm_campaign=p_cf+share-flow-1)