

Volunteer Protocol during Coronavirus outbreak V.4

Aim: To minimise risk of transmission of Coronavirus in our community whilst still supporting neighbours

Situation: Virus can be spread by :

a) Infected person

ie someone is ill whether or not you are showing symptoms

b) Surface to surface transmission

ie the virus is on a surface, and moved by one thing touching another

Principles: Volunteers will act as if they are potentially spreading the virus by both (a) & (b)

Social distance wherever possible

Maximum Hand & Surface Hygiene

Consistency of practice, both whilst volunteering and elsewhere

Transparency of your own risk is vital -

If you can not help, that is totally fine.

If you have been exposed, please say.

If you are sick, you must say and refuse to help.

Basics : Wash your hands on leaving the home & returning

Use sanitiser where available – ie walking into & out of surgery etc

Where you do not have to touch items, do not do so

We are not assuming that volunteers have access to gloves** and masks***

Keep your distance

Statement : **The Scheme is obviously not able to police every interaction, but it is vital that every volunteer understands the rationale set out above and uses it to behave consistently to minimise risk to themselves and others.**

Please familiarise yourselves with the following ‘Step-by-Step’ guides. In real life, situations may change, but following the principles will reduce risk for all of us.

Any questions at all, do not hesitate to call

Daily life practises

- Try not to handle goods in shops
- Sealed goods are preferable
- Touch handles, doors, etc as little as possible
- Handwash or sanitise in and out of buildings

Current arrangements (which may change):

Volunteers can enter shop & surgery

Volunteers do not enter villager's home – if there is a need, let the Scheme know and we will determine the best way to get support to the neighbour.

Signing of forms is suspended -we'll take photos to evidence safe delivery, these will be kept securely by the Scheme and deleted by the volunteer -please explain Data Protection Policy as required.

Information and advice is changing daily, and your availability to help may likewise alter, so to confirm you CAN withdraw from offering the shopping assistance at any time, please don't worry about letting us know. We are planning remote help & support activities to get us through the months and you might be able to get involved again then.

**if you have gloves, use one on one hand – touch your own things with ungloved hand, touch external things that might have been touched by others with gloved hand – dispose of glove

***Masks can add to the spread – advice is to only use if you can put it on and not touch it again until final removal (ie don't pull it down to chat / have a drink)

Remember: **Be reassuring & friendly to neighbours**

A person's anxiety level is what it is – we are aiming to comfort, not increase or dismiss their worry.

Try not to talk doom and gloom, but emphasise that they are not alone, however long this takes, and they should reach out to us if they need anything.

Don't rush them, you may be the only contact they have in a day.

Remind them that Social distancing is not house arrest, but it may be that, in practise, it is for some – explain how we can help.

Not everyone is self-isolating totally at the moment – some have only been advised to avoid the surgery for prescription collection, for example. Please do not judge anyone, but mention any concerns you have to the Scheme only.

Door step protocol

- Keep a social distance
- Minimise the handling of items that you are giving to the neighbour

Take with you :

- Two plastic sandwich bags (or similar)
- A container (box or bag) large enough to put another bag into
- Your ID badge if you have one
- Something to write with and on

Ideal step-by-step

Clean hands & container on leaving the house

Take a container (box or bag) into which the item etc can be directly put :

you handle the outside of the container – others put things in and out of it.

Collect the item then go directly to the neighbour's house

Open the container, ring or knock using an elbow or knuckle

Step away to maintain distance

Take a photo of villager & item to prove delivery (ask permission and explain)

Be reassuring and spend some time chatting if they want to

Try to find out what else Good Neighbours could do to help them

Collect container after neighbour has shut the door

Shopping System

The Co-op has a stringent cleaning plan in place & the situation may evolve however :

Take with you :

- Two plastic sandwich bags (or similar)
- Something to write on & with
- A container (box or bag)
- Your ID badge

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|-----------|--|
| Volunteer | <p>Knock on door / ring bell with elbow or knuckle</p> <p>Put 2 x sandwich bags open on doorstep</p> <p>Step back</p> |
| Neighbour | <p>Put money in 1 sandwich bag, drops it into other bag</p> <p>Provide shopping list verbally</p> <p>Shut door</p> |
| Volunteer | <p>Collect bagged money</p> <p>Go directly to the shop</p> <p>Do the shopping, touching as few items as possible</p> <p>Hold open the outer sandwich bag to the sales assistant to remove the 1st inside bag.</p> <p>They replace receipt and change in the 1st bag and drop it into the bag of shopping</p> <p>Put bagged shopping into the container</p> <p>Return directly to the neighbour</p> <p>Leave opened container on the doorstep</p> <p>Ring / knock with elbow/ knuckle</p> <p>Step back</p> <p>Take photo (explain why) of neighbour with the shopping bag</p> <p>They can check the receipt and change if they wish</p> <p>Advise them to wash hands after handling the money</p> <p>Chat if they want</p> <p>Return home, wash hands, clean container if reusing</p> |

This WILL LIKELY CHANGE ASAP - TO BE CONFIRMED, Shopping may be changed to being centrally Co-ordinated.

Newspaper Collection

Individual volunteers will be asked to do a specific newspaper collection.

Neighbours will provide upfront cash, Scheme will pass to the volunteer to keep.

Cash will be double bagged & labelled with newspaper requirement and cash top-ups.

Follow the Doorstep Protocol for delivery. Receipts can stay in the cash bag.

Prescription Collection – from Byfield Surgery

- Keep a social distance
- Minimise the handling of items that you are giving to the neighbour

Take with you :

- Two plastic sandwich bags (or similar)
- A container (box or bag)
- Your ID badge if you have one
- Something to write with and on

Patient	Order prescription online or over the phone Call GN when prescription ready
Volunteer	Take container to surgery, wearing ID badge, sanitise hands on entry Request prescription, staff put medicines bag directly inside your container (staff sign all forms) Leave surgery, sanitising on exit Take prescription directly to neighbour Ring or knock – use elbow or knuckle Put the container by the front door, open it & step back
Patient	open door lift prescription bag out of bag/box, without touching external container
Volunteer	Take photo of neighbour and bag (explain why and Data Protection)
Patient	close door
Volunteer	Collect container Wash hands on getting home.

WE MUST NOT LEAVE MEDICINES ON DOORSTEP / IN A SAFE PLACE. RETURN HOME WITH THEM AND EITHER TRY AGAIN OR LET SCHEME KNOW YOU WERE UNSUCCESSFUL.

As things progress, you may be the only person a neighbour gets to see in a day – if you can stay safely at a distance, spare some time for a chat if you can.

Prescription Collection from a location other than Byfield Surgery use the doorstep Protocol.

Post Collection

At present the central sorting office is open, and Byfield Post Office operating as normal. We are not aware of any problems with the other parcel post systems at other stores outside the village.

The Co-op, at least, has a stringent cleaning plan in place & the situation may evolve however :

Take with you :

- Two plastic sandwich bags (or similar)
- A container (box or bag)
- Your ID badge if you have one

Sending post :

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|-----------|---|
| Volunteer | Knock on door / ring bell with elbow or knuckle

Put the container & 2 x sandwich bags open on doorstep

Step back |
| Neighbour | Put money in 1 sandwich bag, drop it into the container

Put post into the container (ask for details of item, postal rate, etc)

Shut door |
| Volunteer | If you handle the money bag, pick it up using the 2 nd bag

Go directly to the shop

Offer the box to the shop assistance to remove the item and the money bag.

They replace receipt and change in the 1 st bag and drop it into your 2 nd bag

Return receipt and change to neighbour – use box, step away from door etc |

Collecting post:

- Keep a social distance
- Minimise the handling of items that you are giving to the neighbour

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| Volunteer | Knock on door / ring bell with elbow or knuckle

Put the container & 1 x sandwich bags open on doorstep

Step back |
| Neighbour | Put card for collection & required ID & any requested money in 1 sandwich bag,

Drop it into the container

Shut door |
| Volunteer | Go to Collection Point

Offer container for staff to check documentation and place item directly into

Take delivery directly to neighbour

Ring or knock – use elbow or knuckle |

Post Collection – cont.

	Put the container by the front door, open it & step back
Patient	open door
	lift item & id & receipt out of container, without touching external container
Volunteer	Take photo of neighbour and item (explain why and Data Protection)
	They can check the receipt and change if they wish
	Advise them to wash hands after handling the money
	Chat if they want
Patient	close door
Volunteer	Collect container
	Return home, wash hands, clean container if reusing

Companionship:

We can still provide company in a sanitary way, for example, talking via the phone, or through a window. As the weather warms up, if you can keep your distance, you could sit out in the fresh air with someone quite safely.

We can also offer IT support on devices to get people set up with Skype etc.

Outreach:

Every household had a flyer this week from us, plus extras in Co-op, garage, pub & surgery. We're on Facebook and registered as an entity on 'People Together'.

If you know someone vaguely, don't assume that they know about Good Neighbours – knock on the door and say you just wanted to make sure that they know about us and how we can help.

If you have already 'adopted a neighbour', you might want to let us know as we are getting calls from anxious people ensuring we know about particularly vulnerable people, and it would be great to reassure them that they have been noted and are getting support.

Being Ill:

This is not official guidance, and if the person is **very sick they should seek specialist advice** via NHS111 online, however, for most, it appears that the following may be helpful:

total rest for the exhaustion & shortness of breath

fluids for the cough and to ensure you don't get dehydrated

paracetamol for the temperature, headache and body aches (not ibuprofen)

This is taken from testimony of recovering patients around the world, and more information may become available.

Recovery:

If you have the virus and recover, the science is not yet clear on recurrence, immunity etc, however you can repeatedly be a carrier of at least (b) method of transmission.

Let us know when you recover, and we'll assess then.

If you are self-isolating as per Govt Guidance:

We can help you with practicalities of course, but have a think on how you're going to entertain yourself and share your ideas with us – perhaps we can get a virtual Scrabble club going, or a regular home fitness session arranged?

You can also continue to be a Good Neighbour even if you're isolated. You could man the phone, for example, or provide a phone chat for other neighbours. Let us know your suggestions.

Review:

We will be continuing adapting our advice as more guidance is issued. Any comments and feedback on how to help people in practise is always welcome.