

Covid-19 Prescription Collection Protocol

22 April 2020

For your own health and safety, and that of the people we are helping, it is **ESSENTIAL** to abide by the protocol set out below when on volunteer duties.

All visits are PRE-PLANNED and logged. Recipients will know in advance that you are coming.

These procedures may seem complicated, but their purpose is to keep you and all of us SAFE.

ADCA has a duty of care to safeguard the welfare of the all people we support, including you as a volunteer. If you are concerned in any way about someone you are visiting please call the helpline.

- **DO NOT** volunteer if you are feeling unwell
- Always carry your ADCA ID badge with you, and your (charged) mobile phone
- Always carry the **Boots Guidelines for Volunteers** in case you need to refer to them
- Prescription collections must be arranged through the ADCA Helpline – **DO NOT** accept requests to collect prescriptions directly from an individual
- Collect prescription from pharmacy and pay any charges due
- Call recipient to let them know when you are coming and any charges due
- Always wear disposable gloves when delivering prescriptions and/or collecting payment and safely dispose of the gloves on completion of delivery
- If prescription includes controlled drugs, **DO NOT LEAVE** until recipient has picked them up.
- **DO NOT ENTER** any property – stay outside the door
- Ring or knock as appropriate and step back to a safe distance (at least 2 metres / 6¹/₂ feet)
- Ask recipient to stay inside their doorway until you have put their items down and retreated
- Put items you are delivering down on the ground or other suitable spot and retreat
- If collecting a payment, ask the recipient to:
 - *put payment in an envelope marked **ADCA prescription** with their OWN name on it*
 - *put the envelope down outside the door and go back inside*
 - *wait while you pick up the payment*
- Invert your payment collection bag over your hand to pick up the payment envelope with the bag, pull the bag handles back over the envelope to contain it and tie the handles.
- Store collection bags in a safe place at home and **DO NOT OPEN THEM** to retrieve the payment for 72 hours (3 days).
- Phone Boots (01270 811245) to confirm delivery and also email ADCA to confirm delivery, notify any charges, and report any problems or concerns.
- Keep any personal information recipients share with you **CONFIDENTIAL**, and **ONLY** share such information with the Helpline, or Tracey or Lynn. This is **VERY IMPORTANT**.
- Always wash your hands thoroughly when you get home.

Key contacts	ADCA Helpline	07984 785907	email : adca.audlem@gmail.com
	Tracey Humphries	07845 495973	
	Lynn Morear	07595 919727	