

## Covid-19 Volunteer Protocol

1 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 all the 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
- Always carry your (charged) mobile phone
- Always wear disposable gloves when delivering shopping or prescriptions and/or collecting payment and safely dispose of the gloves on completion of delivery
- **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 / 6<sup>1</sup>/<sub>2</sub> feet)
- Ask the person to stay inside their doorway until you have put their items down and retreated
- Ask the person if there is anything they need help with
- If you are concerned about anything, or if the individual is NOT expecting you, immediately call the **ADCA Helpline** for advice. If necessary, call Tracey.
- Put items you are delivering down on the ground or other suitable spot and retreat
- If collecting a payment, ask the individual to:
  - *put their payment in an envelope 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.
- If doing several deliveries and collections at one time, you can use the same collection bag
- Store collection bags in a safe place at home and **DO NOT OPEN THEM** to retrieve the payment for 72 hours (3 days)
- Text the ADCA Helpline to let them know that the delivery has been completed
- Report any need or other information you have been told
- Keep any personal information shared 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.

<b>Key contacts</b>	<b>ADCA Helpline</b>	<b>07984 785907</b>	<b>email : <a href="mailto:adca.audlem@gmail.com">adca.audlem@gmail.com</a></b>
	Tracey Humphries	<b>07845 495973</b>	
	Lynn Morear	<b>07595 919727</b>	