

Covid-19 Staying Safe as a Volunteer

If you Feel Unwell

If you or any of your household feels at all unwell, do not volunteer. Do not pop in to visit your neighbour. There will be plenty of other opportunities to volunteer when you feel better. You do not need to be all things to all people.



Neighbourliness

Try to support people who live close to you. Promoting local neighbourliness builds local networks and reduces the need to travel long distances.



Wash your Hands

Wash your hands regularly and thoroughly with soap and water for 20 seconds, especially before and after you deliver any items.



Confidentiality

To keep yourself and others safe, be careful about how you share personal information about yourself and other people.

Making Deliveries

If you make a delivery to any household, you must stay 2 metres away from the person or people who reside at that address. Place the items outside their door and then step away.



Cash Payments

Ask the people you're assisting to leave money on the doorstep and collect it when the door is closed. Lots of supermarkets and shops are not taking cash so this is an issue and lots of people don't have cash at home right now. Under no circumstance draw out cash for them from any machine etc.

Practice Social Distancing

Avoid bringing people together face-to-face and remember the government's advice on social distancing and isolating people at greater risk from Covid-19.



Collecting Prescriptions

Call ahead to the Pharmacy so that they know that it has been arranged for someone different to collect the prescription. You may need written confirmation, but most Pharmacies seem to be allowing this in these times.

You have a Choice

Don't feel obligated to undertake any task that you don't feel comfortable with, or one that exposes you or anyone else to unnecessary risk. If you feel uncomfortable, let your group leader know.

Worried about Someone

If you come into contact with a person that needs more support or has complex needs then take action. Refer to emergency services if life is in danger, speak to the safeguarding lead for your group if neglect or abuse suspected. If you don't have one then please contact Customer First 0808 800 4005.

National resources:

<https://www.gov.uk/government/publications/coronavirus-how-to-help-safely--2/coronavirus-how-to-help-safely>

Local resources:

<https://www.communityactionsuffolk.org.uk/>

<https://infolink.suffolk.gov.uk/kb5/suffolk/infolink/home.page#>

<https://www.suffolk.gov.uk/care-and-support-for-adults/how-social-care-can-help/contact-adult-social-care/>