

Some very important things you must do when you are acting as a Volunteer during the Coronavirus emergency

1. Unless you already know the resident you are delivering to as a friend. Please do not get into conversation about medical or financial issues. If a resident tells you something worrying, please inform one of the group's organisers, who will pass it on confidentially to a relevant authority, if appropriate. If it is a medical emergency call 999 immediately. If it is a lesser medical issue, advise the resident to call 111.
2. You must not approach within 2 metres(6 feet) of anybody during a delivery. Handing over deliveries like food or medicine must be done outside. You must never enter a resident's home.
3. You must ensure your hands are completely clean before and after you handle any delivery. Do not touch your face unless your hands are clean. This protects you and the resident you are delivering to.
4. If a resident has a complaint about the delivery goods, please ask them to contact the supplier. You are only acting as a courier. Report the incident back to a group organiser.
5. Please give the resident one of the thank you slips with the delivery. It explains that you are just a courier, and what they should do if they have a complaint.
6. You are only allowed to make deliveries if you are using a roadworthy and insured vehicle (other than a bicycle).
7. You must not make any delivery if you are suffering from a transmittable illness e.g a Gastic infection, or seasonal flu.
8. Please make sure any food product you are delivering is properly wrapped. You must not touch any unwrapped food.
9. You must not handle cash, as part of a pick up or delivery. If there is a resident who only has cash, we will have made a special arrangement to help them. If you have a supplier receipt, it must be given to the resident with the goods.
10. All information will be passed to you electronically or in some other written form. Apart from serious safety issues needing immediate action, any reports back, of complaints, accidents or something worrying must be done in writing, but of course you can also talk to one of the organisers in addition.
11. Always carry your mobile phone with you charged up. Pre-load the organiser's numbers in case you need them in a hurry.
12. Do not put yourself in danger at any time. If you are worried about a dog in a garden, for example, or any other hazard, stop the delivery, and contact a group organiser.
13. If you are walking someone's dog as a group volunteer, you must only do so if you are experienced in handling dogs. The resident must secure the dog with a sanitised lead, so you can collect and deliver it while maintaining 2m (6 feet) distance from the resident. You can look after the dog wearing gloves which must be disposable or sanitised, and practice strict hygiene. Do not touch your face before cleaning your hands with sanitiser or soap and water. Advise the resident to sanitise the lead directly after the walk. A dog from an infected environment cannot be suffering from the virus, but can have contaminated fur. PLEASE NOTE – THE DOG BEING WALKED MUST NEVER BE ALLOWED OFF THE LEAD. IT WILL PLACE YOU AND OTHERS AT GREATER RISK OF CROSS INFECTION, AND THE DOG MAY BECOME LOST.

IF YOU HAVE ANY CONCERNS OR QUESTIONS AT ANY TIME, PLEASE CONTACT ONE OF THE GROUP'S ORGANISERS.

THE GROUP'S SAFEGUARDING OFFICER IS IAN BUICK WHO CAN BE CONTACTED ON 01373 832318 OR ibuickuk@gmail.com. HE WILL BE USING THE CHURCH OF ENGLAND SAFEGUARDING TEAM AT SALISBURY FOR BACKUP IF NECESSARY.