

Good practice for volunteers

If you volunteer for one of our partner organisations please:

make sure you have ID with you and encourage people to challenge your credentials as a volunteer

work as part of a recognised group that is registered with the local voluntary community service or the community response unit

take correct precautions around social distancing and preventing infection by observing social distancing guidelines

try to avoid using public transport

avoid handling money where possible – try to arrange only to pick up and deliver items that have been pre-paid for, if not, where possible try to use a secure, traceable payment such as Paypal goods and services. If handling money is unavoidable then have a clear plastic bag for the person to place the money into and make sure you wash your hands

do not enter into someone's home, even the hallway/porch

knock on the door and step back 2 meters before it is opened to enable you to talk safely to the person

they should place the items for collection on the floor and go back into the house for you to pick them up

if you are dropping off supplies, place them on the doorstep, knock on the door or ring the bell (use a glove) and then step back 2 meters

check the safety of the products delivered. Check any packaging is sealed and the temperature of product on delivery e.g. If it's meant to be frozen, is it still frozen?

recommend that recipients wash shopping wherever possible and wash their hands after touching it

ensure you follow advice on good hygiene and wash your hands with soap and water for at least 20 seconds or use a hand sanitiser. If you are out and about consider using a bottle of water, hand soap and your own towel

take care when handling any items which may be given to people who may have compromised immune systems. The virus can live on inanimate surfaces for up to 24 hours

cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze

put used tissues in the bin immediately and wash your hands afterwards

avoid touching your eyes, nose and mouth

clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people. This includes door handles, stair rails, door knockers/bells

do not visit if you are unwell or anyone in your house is self-isolating and make alternative arrangements

look after your own well-being and physical health during this time.

And please do not:

take or ask for any bank cards/PINs or cheques from people you're supporting unless as part of an authorised support network with the correct audit trail in place

enter people's homes, think about their safety - also think about distancing and not transferring germs

expect payment once you have offered to provide support for people for free

post any details of a vulnerable person online such as on social media websites - even in a closed Facebook group