

COVID-19

Guide for Individual Volunteers



This is a short guide to help you stay safe when volunteering. Please read it before you go on your first volunteer visit, even if you've volunteered before - the COVID-19 situation means taking extra care of yourself and others. If you feel ill with any of the symptoms of COVID-19, or have any worries about your health, please do not volunteer.

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1 What to do on a volunteer visit

(a) Before you go:

- Do not sign up to do more than you feel able to do.
- Only undertake tasks you feel comfortable doing.

(b) Keep them safe, keep you safe:

- **Always** stay two metres away from the person you are helping.
- Wash your hands with soap and water often - do this for at least 20 seconds. Take sanitiser gel with you, if you have it, and use as and when appropriate when you don't have access to soap and water and washing facilities.
- Always wash your hands when you get home from volunteering.
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.
- Put used tissues in the nearest bin immediately and wash your hands afterwards.
- Do not touch your eyes, nose or mouth, especially if your hands are not clean.

(c) When you arrive:

- Show some identification to reassure the person if they don't know you. This can be the validation message you will have received from Perth & Kinross Council or from the group you are volunteering for. Register with MyPKC so you have a validation letter to show: my.pkc.gov.uk/service/Volunteer_during_COVID_19

- Remember to stay **two** metres away from each other at all times.
- Do not go into the house at any point.
- Please explain clearly why you are there - to buy and deliver shopping and/or medicine.
- Obtain shopping list from the person you are helping.
- Agree with the person you are helping how the shopping is to be paid for in advance.
- If possible, take photographs on your phone of the shopping transaction if you are paying with cash or by card.

(d) Delivering the shopping:

- Do not car share with another volunteer.
- Regularly wipe down the main points of your car that you touch (steering wheel, seat belts, door handles).
- Use new disposable bags for all shopping where possible.
- Keep all items in cleanable containers in your car boot if you can.
- Leave bags on doorstep/porch of household, knock/ring bell then step back 2m.

2 Handling money

Generally you should not need to take money or a bank card to get shopping for someone else.

There are many ways in which a person can buy shopping - online, over the phone and some supermarkets are offering vouchers which can be bought in advance and given to volunteers. Please ask the person you are helping to use one of these routes if possible. If you do need to handle money or someone's bank card, please use the form at the end of this guide and keep it safe for a short amount of time.

Many community groups also have access to food and supplies and can help supply food if someone is in difficulty.

People who are Shielding (strictly self-isolating for 12 weeks because they are acutely vulnerable) are eligible to receive weekly food deliveries arranged nationally. Other vulnerable people are eligible to receive deliveries from the Council.

People who are Shielding should contact the national text number **07860 064525** to request their food delivery.

Other vulnerable people who need food to be delivered to them should contact **CommunitySupport@pkc.gov.uk**

3 Personal Protection Equipment (PPE)

You should not require PPE to carry out the volunteer tasks we have suggested in this guide. Keep two metres away, wash your hands regularly and never go into somebody's home.

- **Wash your hands** • **Stay two metres away** •



Preparing food

If you are making food for a self-isolating person or vulnerable person, make sure you stick to basic food hygiene rules:

- *Routine cleaning and disinfection of frequently touched objects and surfaces (eg door handles, tables).*
- *Wash your hands regularly and use hand sanitiser where possible.*
- *Try to minimise direct hand contact with food by using tongs and utensils.*
- *Ensuring any crockery and cutlery in shared kitchen areas is cleaned with warm general purpose detergent and dried thoroughly before being stored for re-use.*

4 Insurance

Perth & Kinross Council, Community Councils and Local Resilience Groups have the appropriate insurance for volunteers during the coronavirus pandemic. This will cover you if you have registered to volunteer through MyPKC or through your Community Council and Local Resilience Group. If you require any advice or guidance please contact **Craig Robertson** in the Council's Finance Team on **07894 277916**.

This cover excludes driving, however the Association of British Insurers (ABI) have confirmed that all private motor insurance policies will now automatically cover travel associated with volunteering during the coronavirus pandemic.

5 Keep an eye out for others

If you are worried about the safety and wellbeing of a child, young person or an adult who you think may be at risk of harm, you can still get in touch with the Council in the normal ways to report your concerns:

- **For children and young people**, call our **Child Protection helpline** on **01738 476768**, any time, day or night. Alternatively, email **ChildProtection@pkc.gov.uk** If you are concerned that a child or young person is in immediate danger, please call Police Scotland.
- **For adults** who may be at risk of harm (older people, people with a physical or learning disability or visual/hearing impairment, people with mental health issues) please call our **Early Intervention & Prevention Team** on **0345 301 11 20**, available 24 hours a day.

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

(PKC Design Team - 2020026)

Volunteer Shopping Agreement

| | |
|------------------------------|--|
| Name of individual | |
| Address of individual | |
| Name of volunteer | |

Providing Cash/Card (delete as appropriate)

| | | |
|---------------------------------|----------|--|
| Amount provided | £ | |
| Last four digits of card | | |
| Signed - Individual | | |
| Signed - Volunteer | | |

After Shopping Received

| | | |
|---------------------------------|----------|--|
| Change provided | £ | |
| Last four digits of card | | |
| Signed - Individual | | |
| Signed - Volunteer | | |

