



COVID-19 VOLUNTEER HANDBOOK

A guide for volunteer staff at Time to Help UK

Date of Review: 25/03/2020

This handbook aims to be a guideline for volunteers of Time to Help UK on delivering the service they propose during the pandemic period of the harmful virus Covid-19.

During this time of crisis, numerous people who have been self-isolating especially vulnerable individuals need help and are not be able to have access for essential food items or cleaning products. Therefore, we are offering help and assistance to those who are unable or anxious to leave their home during this devastating pandemic period as Time to Help UK. Thank you for being interested in participating in this effort.

We are also working as a joint action group and in communication with partners and mutual aid groups such as Mevlana Rumi Mosque to organise food delivery and to run essential regular errands to vulnerable people in need.

RIGHTS & RESPONSIBILITES OF VOLUNTEERS

1 RIGHTS

- To have someone to talk to about work and to receive adequate supervision
- To be appreciated
- To know what is expected
- To be able to say no
- To know what your rights are if things go wrong
- Not to be out of pocket
- To have safe working conditions
- To take part in the organisation
- To enjoy the benefits of professional/personal development
- To be free from discrimination
- Remember volunteering is a choice, freely made:
- If you decide not to volunteer for any reason, we will support your decision, including and up to a decision to temporarily suspend your own volunteering during this uncertain time.
- Please take all necessary precautions if you are immunocompromised or live with/care for someone who is immunocompromised.

2 RESPONSIBILITIES

- To be reliable
- To respect the aims and values of TTH
- To be honest if there are any problems
- To attend training, supervision and support sessions
- To respect confidentiality
- To respect our clients
- To be clear on when to self-isolate.

- ◆ This advice is based on that provided by NHS inform and was updated on 17/03/20. If you have a recent onset of the following symptoms, you must self-isolate for 7 days from when your symptoms started:
 - A new, continuous cough, and / or
 - High temperature
- ◆ If you live in a household with someone who shows any of the above symptoms, you should stay at home for 14 days from the day the illness began in the first person to become ill. If you then develop symptoms within the 14 days, you should stay at home for 7 days from when your symptoms begin even if this takes you over the 14-day isolation period.
- ◆ What to consider if you have to stay at home:
 - Plan and ask other team members for help to ensure that you can successfully and effectively volunteer from home if you are not sick / don't have symptoms
 - Ask friends and family as well as colleagues to help you get the things you need to stay at home
 - Stay at least 2 metres (about 3 steps) away from other people in your home if possible
 - Sleep alone, if possible
 - Wash your hands regularly for 20 seconds, each time using soap and water
 - Stay away from vulnerable individuals, such as the elderly and those with underlying health conditions, as much as possible
 - Consider whether older people and those with underlying health conditions can stay in another house while you need to stay at home
 - Keep in touch with friends, family, and colleagues over the phone or through social media

This action will help protect others in your place of volunteering as well as your community.

- ◆ What do I do if you become unwell whilst volunteering?

This advice is based on that provided by NHS inform. This was current at time of publish. If you develop any of the COVID-19 symptoms (a high temperature or a new continuous cough), please inform your volunteer manager or another manager immediately and go home to self-isolate or if you are seriously unwell, call NHS 111 or dial 999. Please:

- Keep at least 2 meters away from others
- Avoid touching anything
- Advise your volunteer manager (or other manager) of any areas you've been to or surfaces you may have touched in the office
- Advise of anyone you've been in close contact with since feeling unwell
- If you are able to drive home, you should do so. If you have arrived by public transport or car share, you should arrange a taxi or a driver to take you home.

- If you are seriously unwell and require medical attention, we advise you to be isolated while you wait for advice or an ambulance

We will arrange for an office deep clean after any affected volunteer has left the building.

The health and safety of our volunteers are very important to us. Hence, we would like to ensure that they take the necessary precautions.

Follow best practice to prevent catching or spreading Coronavirus. This advice is based on that provided by NHS inform:

- Wash your hands regularly with soap & hot water for at least 20 seconds
- Wash your hands when you arrive at work, get home or after using public transportation. (Public transport should be avoided where possible. Where this is unavoidable, public transport should be used by as few people as possible as infrequently as possible.)
- Use hand sanitizer gel if no soap & water is available
- Cover mouth & nose with a tissue or your sleeve if you cough or sneeze. Throw the tissue away immediately & wash your hands
- Avoid close contact with people who are unwell
- Don't touch your eyes, nose, or mouth if your hands aren't clean
- Clean your desk, monitor, keyboard & phone regularly
- Wash cutlery & crockery used thoroughly with hot water & detergent; dry it thoroughly immediately and put it away
- Avoid physical contact with others as far as possible including shaking hands or hugging
- We encourage you to carry some tissues with you at all times in case you need to sneeze or cough.
- Wearing gloves, aprons should be done while handling all items which may be given to people who are immuno-compromised and while in proximity to anyone who may be infected.
- Masks should be worn where possible, by both people doing support, and people needing support, but if in short supply should be prioritised for situations where people must come into close physical proximity.
- All meetings should be done remotely through digital means where possible. Where it is absolutely necessary for people to meet, they should have minimal contact.

2.1 DELIVERING ITEMS

1. Every item that will be placed in the disinfected inside out or new/unused bags should be wiped and sterilise.
2. In order to protect the disinfected items in the inner bag and to make it for someone immuno-compromised can safely touch it, a second disinfected inside out or new/unused bag should be used outside of the first bag and should be closed tightly.
3. Public transport should be avoided where possible and a private car or a taxi which the surfaces has been cleaned with 1% bleach solution should be preferred. If you cannot do these, and must use public transport, surfaces, handrails or buttons should be avoided, use hand sanitiser after travelling if available. If wearing gloves while travelling, remove and dispose these immediately.
4. When you are near the home, call / text them to unlock the door before putting on new gloves, so you wouldn't risk infecting your gloves with virus that might be on your device. If they stay in a

building with a shared doorway controlled by a buzzer, do not press the button and call / text and request them to buzz you in.

5. Use sanitiser before putting new gloves on, ensuring that you touch only the cuff of the glove with your bare hand.
 6. If there are plenty of masks available in your area, you should wear a mask for this; if not, prioritise masks for healthcare workers and people who must enter houses to assist with personal care. If you do have a mask, put it on before putting on your gloves, to minimise the risk of transferring virus from your face to your gloved hands.
 7. Ask the person to step away from the door at least two meters and put your bag on the floor inside the doorway without stepping in.
 8. Fold out the outer bag without touching the inner bag so the recipient doesn't have to touch it.
 9. Step away two meters, for them to get the items by lifting inner bag out of the outer bag.
 10. When they have backed off, take away the outer bag which is you potentially covered in viruses on the outside.
 11. Take your gloves off, without touching the exterior of the glove with your bare skin. If you are wearing a mask, remove gloves first and if possible, put on fresh ones, then remove the mask by hooking fingers under the straps at the back. Finally, remove fresh gloves if used. Leave, after washing your hands or use sanitiser.
 12. When you get back, wash your hands and disinfect items you have used.
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2.2 COLLECTING ITEMS

1. If someone is self-isolating because they have been exposed to infection, or if it is confirmed that they are infected, the same procedures apply if it is necessary to collect cash or other items from the house. Items must only be removed from a potentially infected house if there is no alternative
 2. The self-isolating person should clean and disinfect each item, while wearing gloves
 3. Remember that most bank notes are now plastic and can be washed
 4. Place clean items in a new unused plastic bag, or a bag which has been disinfected inside out, then place this bag inside another bag
 5. When the person collecting arrives, the self-isolating person should place the double-bagged items on the floor, fold the outer bag down, and back away two metres
 6. The person collecting should put on gloves and pick up the inner bag without touching the outer bag.
 7. After leaving, the person collecting should remove gloves without touching the exterior and wash their hands as soon as possible
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GDPR

To ensure people feel safe and secure in asking for help, data must not be shared beyond support groups (e.g. With private companies, political parties, councils, the NHS, or the police) without that person's explicit consent.