



PROCEDURE FOR DELIVERIES TO CLIENTS

Physical protection advice to volunteers

To minimise the risk of infection or injury to yourself or others, please follow the procedure detailed below:-

- ◆ Please do not put yourself at risk. If you are in any of the high-risk groups for catching the virus, for example, if you are immunosuppressed or have an underlying chest condition, please do not volunteer
- ◆ If you are showing any potential symptoms that might be coronavirus, please strictly self-isolate and avoid contact with others. Please pass on your task to someone else in your Street group
- ◆ When collecting or delivering for clients, be it prescriptions, shopping or leaflets, from shops, pharmacies or click and collect points, please wear gloves for your protection. Disposable rubber gloves are available on request from George Devine. After use, rubber gloves should be double wrapped and disposed of in your black bin. These should be binned 72 hours, or longer, before a collection, to avoid putting the bin men at risk. Alternatively, you may prefer to wear your own gloves and wash them thoroughly on your return home. Having removed your gloves, wash your hands thoroughly for 20 seconds or with alcohol hand wash
- ◆ Please always respect your client's privacy; they may not want others to know that you are shopping for them, although we would advise that you contact the client's next of kin to make them aware of your help, where it is appropriate to do so. Please always maintain the level of your own privacy that you, personally, are happy with
- ◆ Touching doorbells/door knockers, letterboxes may be unavoidable. Please try to avoid touching other parts of front doors, particularly doorknobs or handles. The coronavirus can live on several surfaces for up to 72 hours
- ◆ Goods should be left outside the door of the client; you should not enter their house
- ◆ Please keep a social distance of 2 metres from all other people
- ◆ Please wear a scarf over your nose and mouth as a reminder not to touch your face. Paper face masks are available from George Devine on request. These are really only effective for a similar purpose and do not provide much of a barrier to Covid-19. Wash your face and scarf on your return home
- ◆ Please wear appropriate footwear
- ◆ Our village streets and roads are full of trip hazards from uneven paving, potholes, mud and leaves. Do please take care
- ◆ It is best to use your client's carrier bags or cardboard boxes to collect and deliver items. If they don't have anything suitable, please use some of your own, as this way, you know where they have come from

- ◆ Please give your client the advice sheet provided by COFD about safety measures on receiving goods, for example, wiping down surfaces with alcohol wipes for any items covered in cellophane
- ◆ Our preferred method is that shoppers will go solo, it is the best way to prevent cross infection between volunteers' households. However, you may prefer to shop in pairs, for example with a spouse. Please ask if you would like another volunteer to go with you or if you need a driver
- ◆ Where shopping for more than one client at a time, we would advise a maximum of three clients to avoid confusion. Each client's shopping will need to be recorded as a separate transaction and accounted for separately
- ◆ Please discuss, in confidence, with George Devine, if you have any underlying medical condition(s). He will decide if it is safe for you to participate
- ◆ If you are in doubt about any issue, please refer to George Devine and he will clarify any issues he can or refer you to someone who can advise you
- ◆ Please see separate guidance sheet for managing financial transactions with clients.