

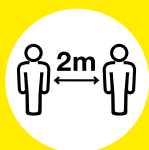
Volunteer Guidance

Making contact	<ul style="list-style-type: none">• Contact the person to confirm your visit• Call the person when you arrive outside their home• Complete hand hygiene before leaving your vehicle• Ring doorbell or knock loudly and step back 2 metres• Inform the person who you are, the reason for the visit and show your ID
Once you arrive	<ul style="list-style-type: none">• Ask the person to move to another room• Place items inside the front door• If essential to enter the home follow the cocooning guidelines about handwashing and physical distance
When you leave	<ul style="list-style-type: none">• Confirm time and date of next visit• Reassure the person that contact and deliveries will be maintained while they remain at home• Complete hand hygiene prior to returning to vehicle• Telephone or email confirmation of visit and well being of person
What if the person is unwell?	<ul style="list-style-type: none">• If the person reports feeling unwell ask if the person has contacted GP• If the person has not contacted GP, obtain the name and number of GP and do so on their behalf• Reassure the person that contact and deliveries will be maintained while they remain at home
What if the person is frail and needs help with delivery?	<ul style="list-style-type: none">• Identify location of kitchen and bring in goods/fuel• Unload goods ensuring they are accessible for the person• Leave the residence and step back 2 metres• Reassure the person that contact and deliveries will be maintained while they remain at home
What if there is no response?	<ul style="list-style-type: none">• If no reply, ring contact telephone number• If no answer, contact the Local Authority for any additional contact numbers• After numerous attempts to contact the person without success, contact the emergency services for further assistance• Remain at the residence until emergency services attend• Contact the Local Authority with outcome and update on the person

Follow these 6 steps to prevent coronavirus



Stop
shaking hands or hugging when saying hello or greeting other people



Distance
yourself at least 2 metres (6 feet) away from other people, especially those who might be unwell



Wash
your hands well and often to avoid contamination



Cover
your mouth and nose with a tissue or sleeve when coughing or sneezing and discard used tissue



Avoid
touching eyes, nose, or mouth with unwashed hands



Clean
and disinfect frequently touched objects and surfaces