



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