

Task instructions for volunteers

In all circumstances. Follow all up to date Government and Public Health England advice. This means never entering the house of a vulnerable person whether you believe they have the virus or not.

Serious concern for adult

If there is serious concern for an isolating person contact CHESHIRE EAST COUNCIL SOCIAL SERVICES on 0300 123 5010.

Preparing food at home for someone

- Make sure that your home is as clean as possible by cleaning surfaces, light switches, door handles, and taps at least once a day with household detergent.
- Wash hands prior to any food preparation.
- Check if the person had any allergies, specific needs, etc.
- Wash utensils and crockery thoroughly, in a dish washer if possible.
- Use a separate tea towel for the persons dishes and crockery.
- Hand over food at the doorstep, knock and step away or let them know by your agreed form of communication.
- Wash you hands when you return home.

Walking a dog

- Knock on the door and move away. Stay at least 2meters away from the person.
- Consider whether it is possible for the person to tie the dog up to a fixture outside their home.
- Use your own lead if you have one.
- Ask the person to wear gloves for the handover if they have them.
- Ask them to provide dog poo bags if they have them.
- The volunteer should wear gloves at all times.
- Untie the dog from the fixture and take for a walk.
- Observe social distancing practices.
- Reverse the procedure ensuring that the dog owner is aware that you've tied the dog back up on the fixture.
- Do not leave the dog if you cannot raise the requesters attention.
- Remove the gloves carefully and dispose of or wash thoroughly.
- Do not touch your face with the gloves.
- Wash hands after the activity.

Handling shopping

- Follow social distancing protocol and don't take unnecessary risks.
- Don't go into any houses. Leave food / goods outside the doorstep.
- Communicate to the person in isolation that you have delivered the shopping by getting their attention through the window or knocking on the door and stepping away or by your agreed form of communication.
- Get confirmation that the person has received it before you leave.
- Check the safety of the products delivered. Check any packaging is sealed and the temperature of product on delivery e.g. If it's meant to be frozen, is it still frozen?
- Recommend that recipients wash shopping wherever possible and wash their hands after touching it.
- Remember to wash hands before and after deliveries.
- When out and about keep a bottle of alcohol hand sanitiser to hand if you have this.

Prescriptions:

Some of the prescriptions that volunteers may end up collecting have a potentially high street value. There are potential risks associated with this. However, the highest risk is probably around the person who needs the medication, not receiving it, so should be classed as a high-risk activity. Therefore, the best-case scenario, in priority order;

- is for the pharmacy to deliver the medication.
- then, volunteers to work directly with the pharmacy.
- a friend who knows the person following the same hygiene precautions as you would for any shopping you give them.
- then, prescription collection arrangements made between people through an established organisation with structures to track the process.

This guidance comes from Disabled People Against Cuts. They recommend that these precautions should be followed:

- Prescriptions should be picked up in pairs.
- Volunteers collecting prescriptions should message organisers when they have collected prescriptions.
- Volunteers should message organisers when they have delivered prescriptions.
- Organisers should message the requester to confirm they have had their delivery before signing off that the delivery is complete.
- If you collect a prescription, do not advise on doses, preparation or administration of medication even if you have a relevant qualification. This should only be done by the prescriber.
- The same is true of over the counter medications, such as paracetamol and ibuprofen. No advice should be given by volunteers, no matter what.
- The person requesting over the counter meds must take all responsibility for their request. If over the counter, then only buy and deliver the maximum amount which can be purchased by one person (i.e only 16 paracetamols and not boxes and boxes. If they need boxes then this should be prescribed).

Money handling

- If money is to exchange hands (ask the requester to put the money in an envelope or a container and hand to the volunteer.
- The volunteer should wash their hands before and after this exchange or use hand sanitiser.

For leaflet drop

- Wash your hands prior to touching leaflets.
- Wear gloves if possible.
- Stay away from other people (2 metres distance)
- At the property, post the leaflet through the letterbox, don't knock on the door and hand the leaflet to the resident.
- If someone opens the door, step back 2 metres and explain what you are doing..
- Wash your hands after the activity.