

1. If your organisation is planning to get involved in response to Covid-19 locally, with the priority being to contain and limit the reach of the virus, safeguard volunteers and support vulnerable members in your community – we would recommend that volunteers should only engage with your group in an agreed and well define role with a specific purpose.

For example : “xxx Community Group is responding to the COVID-19 crisis in our local community. In the short term, we aim to provide supports to people within our community who have had to self – isolate and cocoon. We will do this through **delivery of food, fuel and provisions**. We will also offer **telephone support**, providing a listening ear and social contact to those in isolation, passing on official and evidence-based advice.”

2. Safeguarding:
 - a. Every volunteer is instructed to follow HSE guidelines www.hse.ie/coronavirus
 - b. Wash hands frequently for at least 20 seconds with soap and water before and after volunteering.
 - c. Use hand sanitizer where handwashing facilities are not available.
 - d. Cough or sneeze into a tissue or your elbow and dispose of tissue.
 - e. Maintain physical distancing of 2 metres.
 - f. Avoid touching your eyes, nose and mouth.
3. Volunteers must wear PPE (supplied gloves and face mask). Gloves must only be worn once.
4. Anyone displaying any of the symptoms of coronavirus (a cough, shortness of breath, breathing difficulties, fever, high temperature of 38 degrees Celsius or above or chills) should not volunteer.
5. Volunteers must adhere to social distancing guidelines, avoid physical contact and limit interactions with people.
6. Volunteers should not enter into the home of any person. If a volunteer is concerned about the welfare of any person, contact the relevant emergency service / HSE contact
7. Volunteers should not handle cash. All orders to be managed directly with the service provider (shop/pharmacy) and homeowner. Only orders which have been pre-paid will be delivered.
8. Communicate to your volunteers that the criteria for being a volunteer may change in the future and that they may be excluded from volunteering for their own safety, i.e. if the definition of ‘risk groups’ is changed by the HSE.
9. Ensure volunteers are provided with ID, contact details of Dispatcher and procedures on alerting the community group if they are unable to volunteer.