

Guidelines for volunteers going out to communities

All volunteers must at all times follow the PHA guidance to prevent the spread of the virus:

- Wash your hands with soap and water often – do this for at least 20 seconds
- Use hand sanitiser spray/gel/foam if soap and water are not available
- Wash your hands as soon as you get back home
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately and wash your hands afterwards

You MUST NOT take on any deliveries if you are unwell or fall into any of the protected categories.

In addition to this list ALL volunteers providing a delivery service must:

- Have a visible ID badge and carry a key worker letter at all times to clarify they are providing an essential service if stopped by PSNI/others. This will offer a sense of security for the person receiving the food & give permission for the volunteer to be out during lock down.
- Wear gloves and change them after every delivery (gloves will be provided by the Resurgam Trust) and anti-bacterial spray/ gel/foam must be used before putting on new gloves. Hands should be washed at the end of the delivery with warm water with soap made to foam and for at least 20 seconds.
- Keep a social distance of two metres at all times from other people
- DO NOT directly hand over the item being delivered. Place the item at the door or nearest windowsill and knock; stand back to a safe distance while the person retrieves the item.

Suite 3, 1st Floor,
Laganview Enterprise Centre,
69 Drumbeg Drive,
Lisburn, BT28 1QJ
Tel: 028 9267 0755
Fax: 028 9267 0755
Email: info@resurgamtrust.co.uk



- Travel alone in the car. If there needs to be two, ie. if someone doesn't drive, the 2nd volunteer must sit in the back of the car on the opposite side from the driver to have the maximum distance between you both. Windows should be opened slightly to allow fresh air into the confined space.
- On arrival at premises - volunteers should rap the door, leave food package on either front step or nearest window sill and step well back or return to their vehicle if it is in sight of the door. They should wait to see the household member to ensure they know their food has been delivered. *(If no-one comes to the door, or a window, they should phone Johnny or Angela so a phone call can be made to the recipient to make them aware their delivery has been made).*
- At delivery check with the householder at a safe distance (2 metres) that they are doing ok and if they need any other assistance.
- Volunteers should keep a simple record of deliveries made as well as starting & finishing mileage. This will be paid @ 45p per mile. These records should be handed into Angela Wright and payments will be made on a weekly/monthly basis by the Resurgam Trust. (See separate document on how to submit an expenses form).
- If possible, volunteers should deliver within areas they are familiar with.

Suite 3, 1st Floor,
Laganview Enterprise Centre,
69 Drumbeg Drive,
Lisburn, BT28 1QJ

Tel: 028 9267 0755
Fax: 028 9267 0755
Email: info@resurgamtrust.co.uk