



Keeping Safe when Volunteering –Collecting and Delivering Prescriptions

Before you provide support to people who are in isolation you must be able to fulfil **ALL** of the conditions set out below:-

- You are well and have no symptoms and nor does anyone in your household e.g. a cough or high temperature
- You are aged 18 to 70 years old
- You are not pregnant
- You do not have any long-term health conditions that make you vulnerable to coronavirus.

REMEMBER you must not go inside anyone's home.

Where possible try to provide this support whilst you are doing your own shopping.

You should stay 2 metres or six feet away from anyone you do not live with at all times.

You must regularly wash your hands with soap and water for at least 20 seconds. Use a hand sanitiser if you don't have access to handwashing facilities.

Your safety is our priority

Volunteer tips and advice:

- Always pre-arrange visits with people – don't ever cold call.
- Try to support local people who live close to you.
- Prescriptions should be prepaid for collection at the local pharmacy. This can be arranged between the person's doctor and the pharmacy. Don't handle cash if possible.
- If cash is the only option, discuss with the person the best way to exchange money to avoid human contact.
- Observe social distancing whilst in the shop collecting the prescription.
- When making the delivery, stay 2 metres away from the person who is in isolation at all times. Place the items outside their door, knock and step back 2 metres. Follow up with a phone call to ensure they know you have returned. You can stand and have a quick chat to ask how they are keeping, but do not enter the person's house.
- When you get home, wash your hands for 20 seconds with soap and water.
- If you have any concerns about an individual you are supporting please report back to the community support helpline on 01952 382030. In an emergency call 999.

Is Personal Protective Equipment needed?

In line with Government guidance, we do not recommend the use of face masks as an effective means of preventing the spread of infection in a non-clinical setting. Hand washing and social distancing are the effective controls currently in place and recommended by the Government. If this advice changes we will update this notice.

Gloves are also not necessary, as good hand washing and regular use of alcohol based hand sanitisers offer effective protection. Gloves can still carry germs and can still infect you if you touch your face whilst wearing them.