

COVID-19

Only help if you are well

You can provide essential support to people who cannot leave the house if you fulfil **all** of the conditions below:

- You are well and have no symptoms of coronavirus (a new and continuous cough or high temperature)
- Nobody else in your household has shown symptoms
- You are under 70
- You are not 28 weeks pregnant or more
- You do not have any underlying health conditions (that means you are offered the flu jab on grounds of health each year) that make you vulnerable to Coronavirus

You can find the current advice on infection control on the South Lanarkshire Council website. Please follow this. That will make sure that both you and those you are helping keep safe.

Keeping yourself safe

- Make sure you understand your group or organisation's system for contact.
- Remember that volunteering is your choice and you can decide not to volunteer at any time.
- Do not put yourself in a vulnerable situation – do not go into anyone's house.
- Do not make additional visits to people outwith those you have been asked to – this helps with infection control.
- Let someone know your schedule for the day so that someone knows where you are.

South Lanarkshire advice for community volunteers

- Check in with someone from your group or organisation throughout the day by text or phone call if you are out volunteering for some time.
- If you are showing any symptoms of the virus please follow all isolation guidelines, You may still be able to help from home via internet or phone if you are well enough.
- If you have any concerns regarding your volunteering speak to the group or organisation you are working with.

How to provide help to others safely

- Carry your volunteer letter with you at all times so that you can show it to anyone who asks for your identification.
- Try to limit the amount of time you spend outside of your home by picking up essential items for yourself and others in one shop.
- You should not go into the homes of people who are self-isolating as this would put you at risk of infection, or risk spreading it to others. For overall safety we recommend you do not go into any homes at all.
- Keep a distance of at least 2 metres (3 steps) away from people you are helping if speaking to them on the doorstep.
- Leave any shopping or other messages on the doorstep, but make sure that they have been collected before leaving. Make sure the bags are not too heavy for an older person to lift.
- Remember to wash your hands regularly with soap and warm water for at least 20 seconds.
- Do not place yourself in compromising positions where you may feel unsafe, for instance helping late at night. ▶

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South Lanarkshire advice for community volunteers

How to provide help to others safely

- Be aware that if you are helping someone you don't know personally, they may not want to share personal details with you like phone numbers.
- If you have been asked to carry out a welfare check on someone, they may not wish to open the door at all and it is okay to talk to them from behind the door or through a window if they feel safer that way.
- You should also warn those you are helping not to let strangers into their home – and not to give strangers money under any circumstances.
- It is understood that coronavirus can live on money for 24 hours, the following should help you work safely:-
- Do not take debit or credit cards from individuals or take any PIN numbers for cards
- If possible, wear disposable gloves whenever touching cash. Cash to pay for shopping can be put in an envelope and posted in a box e.g. a tupperware tub. This should then be moved to a safe place and not touched for 24 hours; and
- If you are giving change for shopping then you must inform the person you are supporting that their change is in an envelope in their shopping bag and that they must leave it 24 hours before opening.

What should I do if I'm worried about someone's health?

If the health of anyone you are in touch with or supporting is a cause for concern, encourage them to call their GP practice or NHS24 on 111 if the GP is closed.

Similarly, if they cannot cope with their symptoms at home, their condition gets worse or their symptoms do not get better after 7 days, please call NHS24 on 111.

If you are concerned about other things such as people you are helping being lonely, let your group or organisation know. There are volunteers such as telephone befrienders who may be able to help.

Call 999 immediately if you believe someone's life is at risk.

You can also visit www.readyscotland.org/coronavirus/where-to-find-additional-support/ to find out more about where you or they can find additional support.

The Community Engagement Team can also provide volunteer advice if you email communities@southlanarkshire.gov.uk

