

Coronavirus (COVID-19)

Advice for self-isolating households receiving volunteer visits and/or deliveries

Self-isolation is intended to protect you from person-to-person spread of the coronavirus and to having to go out in public places where you may encounter virus contaminated surfaces or objects. The home visits and deliveries by volunteer groups help make that possible for the most vulnerable amongst us but we need your help to make them as safe and effective for you as we can.

This sheet tells you what to expect, how you can help us to help you, and how we can all help look after each other. Of course, processes may change but we'll always try to let you know in advance.

IF YOU NEED HELP INSIDE YOUR HOME:

For your protection your volunteer contact will avoid entering your home unnecessarily. However, if you need help inside your home please **let your volunteer contact know by phone beforehand** as there are precautions they can take to make a visit safer. They will also advise you of what we need you to do to make it a safe and successful visit. We can probably help, we just need to know ahead of time!

VISITS AND DELIVERIES – WHAT TO EXPECT:

When we have received a delivery (food, medicines, etc.) on your behalf;

1. Your volunteer contact will phone you to let you know your delivery is ready and to agree a time.
2. On arriving at your home your volunteer will knock on your door then step back and remain 2-3 m (around 5 normal steps) away from you. It is important that you wait for them to knock and step back before you open the door and do not approach them - this is for your own protection.
3. Please **do not** invite your volunteer into your home unless it was pre-arranged for a specific purpose and **do not** offer them food or drink - - this too is for your own protection.
4. You can of course speak to them. In fact, they are a lovely lot and will probably ask how you are feeling, how you are coping and if you need anything. Please **do** let them know if something is troubling you as there may well be things we can do to help and if you've any questions, do ask – if they don't have the answers straight away, they will know who to contact to get them answered.
5. Please call or email your volunteer contact after you have had a chance to check your delivery to let them know of any problems with your order.
6. We realize that self-isolation can be a lonely, frustrating and very difficult time for many people, especially with all the uncertainty at the moment. If you or someone in your household is finding it particularly hard please remember that you are not alone - we are in this together and we are here for you. Volunteers will stay in regular contact with you by phone to make sure you are okay and you should know that all of us have committed to respecting your confidentiality, your dignity and your autonomy – you can contact any of us that you are comfortable talking to at any time.

The information provided here is distributed for your convenience only. Official advice changes and ultimately it is the responsibility of the recipient to confirm any advice with Government websites and other official sources.

DELIVERY HYGIENE:

It is important you realize that the foods and supplies delivered to your home by your volunteer contact, including any bags and packaging and any loose items like fruit and veg, have **not** been cleaned before delivery. Your volunteer contact will handle your items with care but keep in mind that items such as food packaging may have been exposed to the virus prior to our receiving them. This also applies to ANY deliveries made by others, including Post. It is your responsibility to ensure anything entering your home is handled and cleaned carefully to avoid possible infection. If you need help or advice, please let your volunteer contact know.

Much is not yet known about coronavirus and research is ongoing so advice may change but it is known that the virus remains active on packaging for some time depending on the package type. Current research suggests that it can live for up to 24 hours on cardboard and other porous surfaces, and for up to 72 hours on plastics and other hard surfaces with active virus levels falling throughout that time.

If you receive a package that does not need to be opened immediately, set it aside for 72 hours as it should then be safe to handle (always wash your hands thoroughly after handling deliveries).

If you need to handle delivered packages sooner (such as food and other packages) there are steps you can take to minimize the risks to you including cleaning packages by following the advice contained in the separate sheet 'Household Cleaning Advice'.

At all times follow basic hygiene precautions;

- Wash your hands thoroughly and regularly with soap and water.
- Avoid touching your face, especially your eyes, nose and mouth as these are possible routes to infection but if you must do so wash your hands thoroughly first.

HOW YOU CAN HELP US TO HELP YOU

Shopping:

Keep a list of things you need and if possible put them in a single email to your volunteer contact (who may ask you to send it through on a particular day). This is ideal but if you don't have email either give your list to your volunteer contact when they phone, or leave it for them to collect from your doorstep – for your own protection **do not** approach them to hand it over in person.

If You Feel Unwell:

Symptoms of coronavirus are varied but most commonly include –

- A new, persistent cough (usually dry, but not always)
- A fever (high temperature)

Please let your volunteer contact know so they can make sure you are looked after. Of course, as well as COVID-19 (the illness related to coronavirus infection) these are also symptoms of other, ordinary illnesses. Even if you do think you have COVID-19 be assured that most people recover and most only suffer mild symptoms. Regardless, you are not alone and we are here to help care for you.

The information provided here is distributed for your convenience only. Official advice changes and ultimately it is the responsibility of the recipient to confirm any advice with Government websites and other official sources.