



COVID-19 – Coronavirus

# Guidance for Volunteers



States of Guernsey  
Public Health Services

[gov.gg/coronavirus](https://gov.gg/coronavirus)

This guidance note provides advice for volunteers who are considered to be **essential workers**, who are providing critical services to those in need in the community, to stay safe and limit the spread of COVID-19 - Coronavirus.

Anyone experiencing any cold, flu-like or respiratory symptoms must not participate in any voluntary activity that requires them to leave their home. Anyone experiencing COVID-19 symptoms **must self-isolate and contact the clinical helpline** on 01481 756938 or 01481 756969 to arrange a test.

The symptoms you should report are:

 A fever	 Loss of smell or taste
 Aches and Pains (recent onset)	 A new persistent cough
 Tiredness (recent onset)	 Sore throat
 Conjunctivitis	 Diarrhoea
 A rash on skin, or discolouration of fingers or toes (call your GP today for clinical assessment)	 Loss of speech or movement (call 999)
 Difficulty breathing or shortness of breath (call 999)	 Chest pain or pressure (call 999)

**Children and Over 80s** – loose stool, mild fever, not themselves with a cough presenting later

Only essential services should be provided in the community at this time. Please consider if services can be delivered in other ways, such as over the telephone.



## Protecting yourself and others

It is important to protect yourself and others from the spread of COVID-19 – Coronavirus. Please take all of the following essential precautions:

- ✓ **Maintain social distancing** – keep at least 2 metres away from people you are working with and visiting at all times.
  - ✓ **Wear a face covering** – where possible all volunteers are strongly advised to wear a face covering when working.
  - ✓ **Wash your hands** – do so more often than usual, for at least 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose, or after being in public areas where other people are doing so. Use an alcohol-based hand sanitiser if that's all you have access to.
- If you are visiting people's homes to drop off food or other essential goods (see below), wash your hands or use hand sanitiser between each visit.**
- ✓ **Reduce the spread of germs** – when you cough or sneeze, cover your mouth and nose with a tissue, or your sleeve if you don't have a tissue (not your hands), and throw the tissue in the bin immediately. Then wash your hands or use an alcohol-based hand sanitising gel.
  - ✓ **Avoid touching your eyes, nose and mouth with unwashed hands.**
  - ✓ **Regularly clean and disinfect regularly touched objects and surfaces** – use regular cleaning products to reduce the risk of passing the infection onto other people. Clean car door handles, steering wheels, etc. and any other objects used on a regular basis.
  - ✓ **You should wash your hands thoroughly before eating and when you get home.**

Consider how you work with others. It is preferable for individuals to work alone, although it is acknowledged that this is not always possible. For example, no more than two people should travel together in a vehicle - one should sit in the back passenger seat preferably behind the driver, face coverings should be worn, the windows should be open and care should be taken to maintain social distancing at all times.

At all times, please carry a suitable form of identification showing your name and the name of the organisation you are supporting.



## Delivering food or other essential goods to people's homes

It is important to limit social interaction to reduce the spread of the virus. However, we recognise that the delivery of food or other essential items to people's homes also provides an opportunity to check on the welfare of vulnerable individuals.

Food/goods should be collected from the doorstep, where this is possible. In such situations, you must take the following steps:

- ✓ Place the food or goods on the doorstep and knock on the door/ring the doorbell or telephone that person to let them know that their goods have arrived.
- ✓ Wait for confirmation that the person is at home to receive the goods before leaving.
- ✓ Make sure to stay **at least 2 metres away** at all times from the person answering the door.
- ✓ Minimise the time spent talking to the individual. A minute at most, if absolutely necessary, but no longer.
- ✓ Avoid **all physical contact**, such as shaking hands.
- ✓ Wash your hands thoroughly after each delivery or use an alcohol-based hand sanitiser.

Where individuals are not able to collect the food/goods from the doorstep and it is necessary to go into someone's home, such as to unpack shopping, the following steps should be taken:

- ✔ Taking into account the circumstances of the individual or household, ask the following questions:
  - (i) Is the person or any member of the family under a compulsory self-isolation order due to being a confirmed case of COVID-19 or a contact of a case?
  - (ii) Has the person got cold/flu like symptoms, a recent cough, high temperature or sore throat currently?
  - (iii) Has anyone in the immediate family got cold/flu like symptoms, a recent cough, high temperature or sore throat currently?
  - (iv) Have they come into contact with anyone who has travelled into the Bailiwick in the last 14 days?

If you can answer 'yes' to any of the above, you should seek advice from the Coronavirus Helpline numbers (contact detail below).

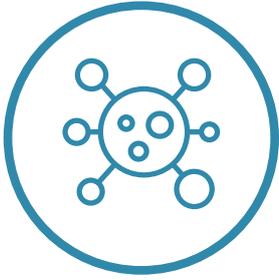
- ✔ Maintain social distancing at all times.
- ✔ Avoid all physical contact, such as shaking hands.
- ✔ Do not enter the property.
- ✔ Wash your hands thoroughly after each visit or use an alcohol-based hand sanitiser.

Volunteers should take care not to put themselves in a situation where Personal Protective Equipment would be required. If there are concerns about providing support to an individual/household, such as where symptoms of COVID-19 are being displayed, further advice should be sought from the Coronavirus Helpline number on 01481 756938 or 01481 756969 before entering the property.

Please ensure that you take the name and contact details of an individuals that you assist in person in case they should need to be traced at a later date.

If you have any concerns for the welfare or wellbeing of an individual, you may refer these concerns in the first instance to the above Coronavirus Helpline numbers.

Do not put any information into the public domain, including on social media or through other media channels, which may reveal information about the individual/household or the nature of the support they are receiving without their expressed consent.



## If you are unwell

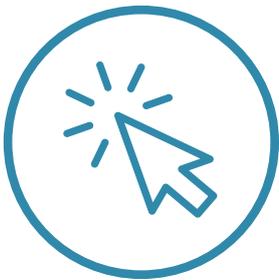
Please stay at home if you are unwell or have flu-like symptoms, however mild. This includes a cough, sore throat, blocked or runny nose, muscle pain or fever.

You must not offer your help in the community if you are:

- ✓ in one of the 'at risk' categories;
- ✓ if someone in your household has been diagnosed as having COVID-19 – Coronavirus; or
- ✓ if you have been tested and are waiting for the result.

Please follow the advice about self-isolating and stay at home ([www.gov.gg/covid19isolationdistancing](http://www.gov.gg/covid19isolationdistancing)).

This is essential to reduce the spread of Coronavirus and protect vulnerable people.



## Help and Support

[www.gov.gg/Covid19together](http://www.gov.gg/Covid19together) is kept up to date with a list of useful contacts and services that are available in the Bailiwick.

**Thank you for your support.**

Together we are stronger

#GuernseyTogether