

Guidelines for Volunteers delivering medicines, shopping or other supplies to self-isolating individuals

This guidance has been produced by Derbyshire County Council for those volunteers supporting the community response to COVID-19. Adherence to these guidelines will reduce the risk of further spread of the virus. DCC staff should ensure that they are following the relevant DCC Infection Prevention and Control and Personal and Protective Equipment policies.

The virus that causes COVID-19 is thought to spread mainly from person-to-person, either:

- between people who are in close contact with one another
- through droplets produced when an infected person coughs or sneezes.

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes. While no specific Personal Protective Equipment (PPE) is required it is essential good hygiene practises are observed to reduce spread.

To reduce the risk of becoming infected, or passing an infection on to others, volunteers:-

- **MUST NOT volunteer if they, or anyone in their house, has any symptoms of COVID-19 (a new continuous cough, or a high temperature)**
- **MUST observe social distancing guidelines at all times.**

This includes

- remaining at least 2 meters from other people at all times, including when queuing and in shops, pharmacies, or delivering to peoples' homes
 - avoiding using public transport wherever possible
 - not entering someone's home, even the hallway or porch
- **MUST follow advice on good hand hygiene**
 - wash your hands often, using soap and water for at least 20 seconds or use hand sanitiser that is 60% alcohol based. If you are out and about consider using a bottle of water, hand soap and your own towel/paper towels.

People should wash their hands:

- Between each visit/delivery
- before leaving home
- after using the toilet

- after breaks and sporting activities
 - before food preparation
 - before eating any food, including snacks
 - on return to your 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
 - avoid touching your eyes, nose and mouth

When delivering supplies volunteers should:

- Place the delivery on the doorstep
- Ring the bell, or knock on the door
- Step back 2 metres
- Remain 2 metres away while the person picks up the delivery and closes their door. If the person is not able to take the items inside or is not answering the door then please call 0782 690 2291. Please **do not** enter the house and unpack the supplies yourself.
- Avoid handling money wherever possible. Try to arrange only to deliver items that have been pre-paid for. If not, where possible try to use a secure, traceable payment such as paypal goods and services. If handling money is unavoidable then have a clear plastic bag for the person to place the money into and make sure you wash your hands after handling money and after delivering supplies.
- Any one delivering food or medicine using vehicles must have insurance, MOT and road tax.

Shielding

Shielding is a measure to protect people who are clinically extremely vulnerable, by minimising all interaction between those who are extremely vulnerable and others. Individuals that are required to shield themselves have been notified directly by the NHS.

People falling into this extremely vulnerable group include:

- Solid organ transplant recipients.
- People with specific cancers:
- people with cancer who are undergoing active chemotherapy or radical radiotherapy for lung cancer
- people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
- people having immunotherapy or other continuing antibody treatments for cancer

- people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
- people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs
- People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD.
- People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell).
- People on immunosuppression therapies sufficient to significantly increase risk of infection.
- Women who are pregnant with significant heart disease, congenital or acquired.

Volunteers delivering to the shielded group:-

The guidance around social distancing and shielding does allow family or friends to continue to provide support where this is essential, except obviously where they are isolating due to illness.

When you support someone who is shielding, you must take all measures to make sure that you keep the amount of contact that you have with that person and their home to a minimum.

Please take account of the points below and remember that it is to protect that person from catching illness

Ensure you follow the advice on good hygiene outlined above.

If the individual is unable to unload and pack away shopping themselves then please do not enter the house, but contact **0782 690 2291.**

There is no need to wear any specific equipment (such as gloves or masks) if you are delivering supplies to shielded individuals.

For more information on COVID-19, including details on what you can do to look after your own health, please visit www.derbyshire.gov.uk/coronavirus